

ASRS Database Report Set

Cabin Attendant Reports

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

Update Number.....9.0

Date of UpdateOctober 9, 2003

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

Number of New Records in Report Set50

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

IHS: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

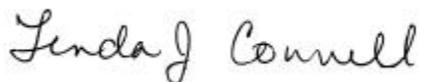
The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded of the following points, which must be considered when evaluating these data.

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

Reports submitted to ASRS may be amplified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information may or may not be correct in any or all respects. At best, it represents the perception of a specific individual who may or may not understand all of the factors involved in a given issue or event.

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

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



Linda J. Connell, Director
Aviation Safety Reporting System

CAVEAT REGARDING STATISTICAL USE OF ASRS INFORMATION

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

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

One thing that can be known from ASRS statistics is that they represent the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 1999 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 1999.

Because of these statistical limitations, we believe that the **real power** of ASRS lies in the **report narratives**. Here pilots, controllers, and others, tell us about aviation safety incidents and situations in detail. They explain what happened, and more importantly, **why** it happened. The values of these narrative reports lie in their qualitative nature. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

ACN: 572237

Time

Date : 200301

Day : Sun

Local Time Of Day : 1201 To 1800

Place

State Reference : TX

Aircraft / 1

Controlling Facilities.ARTCC : ZHU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 572237

Person / 2

ASRS Report : 572699

Person / 4

Function.Controller : Radar

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 3

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Weather

Narrative :

CAPT CALLED AND TOLD US TO STOW GALLEY ITEMS AND GET TO JUMP SEATS IMMEDIATELY, AS ATC SAID STRONG TURB WAS IMMINENT. I MADE A CABIN PA TO TELL OTHER FLT ATTENDANTS TO GET TO THEIR JUMP SEATS IMMEDIATELY, AND FOR OUR PAX TO DOUBLECHK THEIR BELTS. NOT TIME TO DO CABIN CHKS AS TURB BEGAN. CAPT RPTED TURB AS SEVERE TO ATC. NO ONE WAS HURT.

Synopsis :

B757 CABIN RPT OF SEVERE TURB.

ACN: 572263

Time

Date : 200301

Day : Mon

Local Time Of Day : 0601 To 1200

Place

State Reference : CA

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 572263

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Declared Emergency

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

I WAS PICKING UP TRASH WHEN I CAME ACROSS A PAX WHO DID NOT LOOK WELL AND ASKED HER IF SHE WAS OK. SHE DID NOT RESPOND, SO I IMMEDIATELY RAN TO GET THE OXYGEN. WHEN I RETURNED, SHE WAS EXPERIENCING A SEIZURE. I MADE SURE SHE WAS COMFORTABLE WHILE GIVING HER OXYGEN. SHE LATER STOPPED BREATHING. SO THE #4 FLT ATTENDANT AND I STARTED CPR. AFTER A WHILE, WE WOULD NOT FEEL HER PULSE AND SO WE TOOK OUT THE AED. IT DID NOT ADMINISTER SHOCK ALTHOUGH WE DID CONTINUE TO GIVE HER CPR BECAUSE SHE CONTINUED NOT TO BREATHE. WE LANDED IN LAS, PARAMEDICS CAME IN AND TOOK HER OFF ALONG WITH THE AED PADS. EVERYTHING WENT WELL REGARDING ALL EMER EQUIP.

Synopsis :

S80 CABIN RPT OF MEDICAL EMER DUE TO PAX ILLNESS.

ACN: 572497

Time

Date : 200301

Day : Sat

Local Time Of Day : 1201 To 1800

Place

State Reference : TX

Aircraft / 1

Controlling Facilities.ARTCC : ZHU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 572497

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.None Taken : Insufficient Time

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Weather

Narrative :

ALL OR MOST PAX WERE SEATED. FLT ATTENDANTS WERE GATHERED AT THE BACK OF THE ACFT PREPARING SVC CARTS FOR MOVEMENT INTO THE AISLES. SLIGHT BUMPS OCCURRED, WHICH WAS ENOUGH WARNING OF UPCOMING TURB, HOWEVER, NOT TIME ENOUGH FOR CAPT TO BE ABLE TO USE INTERCOM, OR ENOUGH TIME FOR ALL CABIN CREW TO BE SEATED. DURING THE WORST OF THE TURB, ONE FLT ATTENDANT WAS CAUGHT WITH HER BACK UP AGAINST A WALL TRYING TO BRACE HERSELF. AS SHE WAS STANDING THERE, HER HEAD WAS SLAMMED UP AGAINST THE WALL. ALL OTHER FLT ATTENDANTS WERE EITHER SEATED OR BRACED AGAINST OTHER OBJECTS. IT IS A COMMON OCCURRENCE ON THIS PARTICULAR FLT, THAT TURB HAPPENS WITHOUT SUFFICIENT WARNING TIME, AND TOO QUICKLY FOR APPROPRIATE MOVEMENT ABOUT THE CABIN. THERE ARE AREAS OF TIMELY AND ALMOST EXPECTED TURB, WHERE WE HAVE LEARNED THAT AT A PARTICULAR POINT IN THE SVC WE WILL HAVE TO BREAK FOR TURB. HOWEVER, THERE ARE ADDITIONALLY, ALWAYS CHANCES OF OCCURRING BUMPS, NO WAY TO TELL THROUGHOUT THE FLT, BUT KNOWING FROM PAST EXPERIENCE THAT THEY WILL HAPPEN. THIS ENTIRE INCIDENT OCCURRED IN LESS THAN A MIN.

Synopsis :

B767 CABIN RPT OF TURB.

ACN: 572599

Time

Date : 200301

Day : Sun

Local Time Of Day : 0601 To 1200

Place

State Reference : NY

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities. TRACON : N90. TRACON

Operator. Common Carrier : Air Carrier

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

Mission : Passenger

Person / 1

ASRS Report : 572599

Person / 2

Function. Oversight : PIC

Function. Flight Crew : Captain

Events

Independent Detector. Other. Flight CrewA : 2

Resolatory Action. Flight Crew : Diverted To Another Airport

Resolatory Action. Flight Crew : Landed As Precaution

Supplementary

Problem Areas : Aircraft

Narrative :

SHORTLY AFTER TKOF, EVERYONE'S EARS POPPED AT THE SAME TIME. THEN I HEARD THE CHIMES RINGING A FEW TIMES. FIRST THING I THOUGHT OF WAS A DECOMPRESSION, BUT REALIZED WE WERE STILL AT TOO LOW AN ALT FOR THE MASKS TO DROP. THEN THE COCKPIT CALLED AND SAID THAT THE LNDG GEAR WOULD NOT GO UP AND THAT WE WOULD BE GOING BACK TO XXX. WE LANDED SAFELY AND DEPLANING WAS NORMAL.

Synopsis :

MD80 RETURN LAND DUE TO LNDG GEAR MALFUNCTION.

ACN: 572665

Time

Date : 200301

Day : Thu

Local Time Of Day : 0601 To 1200

Place

State Reference : CA

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 572665

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Diverted To Alternate

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

NOTIFIED BY A PAX THAT ANOTHER PAX HAD SLUMPED IN HER SEAT AND SEEMED INCOHERENT. SHE HAD A PULSE, BUT HER LIPS WERE PALE, CAME TO AND COULD SPEAK. INSTRUCTED OTHER FLT ATTENDANT TO NOTIFY FLT ATTENDANT #1 AND HAVE HER PAGE FOR MEDICAL ASSISTANCE, AND TO NOTIFY CAPT. EMER ROOM PHYSICIAN SEATED IN EXIT ROW RESPONDED. HE CHKED THE WOMAN WITH SUPPLIES FROM EMER MEDICAL KIT (BLOOD PRESSURE CUFF, STETHOSCOPE), AND TREATED HER WITH THE GLUCOSE GEL. THE OTHER FLT ATTENDANTS HAD BROUGHT ORANGE JUICE, ETC. THE DOCTOR RECOMMENDED LNDG FOR MEDICAL ASSISTANCE. ALL FLT ATTENDANTS PREPARED GALLEYS AND CABIN FOR DIVERSION TO PHX. LANDED WITHOUT INCIDENT. PARAMEDICS MET THE FLT, AND REMOVED WOMAN FOR MEDICAL TREATMENT.

Synopsis :

MD80 CREW DIVERTS DUE TO PAX ILLNESS.

Time

Date : 200301

Day : Fri

Local Time Of Day : 1201 To 1800

Place

State Reference : FL

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 573267

Person / 5

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Airspace Structure

Problem Areas : Cabin Crew Human Performance

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

PAX SEATED IN 1ST CLASS OF MAIN CABIN TRAVELING TO MIAMI TO RECEIVE A KIDNEY SUFFERED A SEIZURE ON MIDFLT. THE PAX WAS TREATED BY A NURSE THAT WAS PAGED BY ME. PAX WAS INITIALLY SEEN EXPERIENCING A SEIZURE, CAUSING THE PAX TO EMIT SALIVA AND SHAKE. FLT ATTENDANTS AND RPTING NURSE CHKED FOR A PULSE. PAX INITIALLY WAS FOUND NOT TO HAVE A PULSE, BUT THEN THE NURSE FOUND ONE ON HIS NECK. PAX WAS GIVEN OXYGEN UNTIL LNDG. PARAMEDICS ON THE GND READ A FLAT LINE, AND PAX WAS PRONOUNCED DEAD ON ARR.

Synopsis :

A PAX DIES AFTER HAVING SUFFERED A SEIZURE ON AN A-300 ENRTE ON AN OVERWATER OP INTO MIA, FL.

ACN: 573270

Time

Date : 200301

Day : Sun

Place

Locale Reference.Airport : STL.Airport

State Reference : MO

Aircraft / 1

Controlling Facilities.Tower : STL.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 573270

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 4

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Company

Problem Areas : FAA

Narrative :

TWO PAX BOARDED. YOUNGER MAN BOARDING OLDER WOMAN. AS HE ATTEMPTED TO DEPLANE, IT BECAME CLEAR THAT HE WAS MERELY 'SEATING' HIS 'MOTHER' AND WAS NOT IN FACT A PAX. FLT ATTENDANT #3 ATTEMPTED TO TELL THIS PERSON HE COULD NOT DEPLANE. PERSON OBJECTED THAT HE WAS ONLY SEATING PARENT AND PROCEEDED TO DEPLANE ACFT DESPITE FLT ATTENDANT #1 AND #3 OBJECTIONS. EVEN THOUGH CAPT WAS INVOLVED BY THIS POINT THIS NON PAX, LEFT THE BOARDING AREA AND WAS NOT FOUND/APPREHENDED. IT APPEARS THAT THE BOARDING GATE AGENT IN STL ALLOWED A NON PAX TO ENTER AND ACCESS THE JET BRIDGE AND ACFT.

Synopsis :

PERSON WITHOUT A TICKET OR BOARDING PASS GOT PAST SECURITY GUARDS AND WAS ALLOWED TO BOARD THE ACFT, BY THE ACR GATE AGENT, IN NON COMPLIANCE WITH SECURITY RULES AT STL.

ACN: 573788

Time

Date : 200301

Day : Wed

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Aircraft / 1

Controlling Facilities.TRACON : D10.TRACON

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 573788

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Departure

Person / 3

Function.Flight Crew : First Officer

Events

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Resolatory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Aircraft

Narrative :

AFTER TKOF, PAX AND CREW MEMBERS SAW SMOKE IN THE REAR PART OF CABIN AND THERE WAS SOME BURNING RUBBERY SMELL. CAPT CALLED US AND SAID 'KEEP IN TOUCH' AND HE DECIDED TO RETURN TO DFW. ACFT WAS CHKD BY GND PERSONNEL AND THEY TOOK THE ACFT OTS.

Synopsis :

A FLT ATTENDANT RPTS AN IMMEDIATE RETURN TO DEP STATION AS A RESULT OF SMOKE IN THE CABIN AFTER TKOF.

ACN: 574133

Time

Date : 200302

Day : Sun

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 574133

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 4

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

SHORTLY AFTER TKOF, I BEGAN TO SMELL SOMETHING LIKE ELECTRICAL WIRES BURNING. I CALLED THE #4 FLT ATTENDANT (AFT GALLEY JUMPSEAT) TO ASK HER IF SHE SMELLED THE SAME THING. JUST AS I WAS SPEAKING TO HER, SHE SAID 'YES,' AND THEN IT GOT WORSE. I THEN CALLED THE CAPT, WHO SAID HE WAS AWARE OF THE SIT AND WILL CALLBACK. I ASKED THE #4 FLT ATTENDANT TO GO TELL THE #1 FLT ATTENDANT (WHO WAS IN THE AISLE OF FIRST CLASS) TO TURN OFF THE SEAT PWR OUTLETS. THE CAPT OVERHEARD ME TELLING THE #2 FLT ATTENDANT, AND SAID OVER THE INTERPHONE THAT WAS NOT THE PROB. THE AIRPLANE/CAPT SEEMED TO BE PWRING THE ENGINES UP AND DOWN. AT THIS TIME, THE SCENT OF BURNING WOULD ALSO RISE AND FALL. THE CAPT CALLED BACK. I PICKED UP. HE STARTED TO SAY THAT WE WERE GOING TO MAKE AN EMER LNDG. THEN, THE #1 FLT ATTENDANT GOT ON THE PHONE AND HE HAD TO REPEAT HIS CONVERSATION, TELLING US THE 'TEST' PROCS TO DO. HE TOLD US TO USE THE AFT DOOR WITH STAIRS, IN THE EVENT THERE WAS AN EVAC. WE PREPARED THE CABIN FOR LNDG AND TOOK OUR JUMPSEATS. I DID TELL THE 2 PAX THAT WERE AT THE BACK OF THE PLANE NOT TO USE THE EMER EXIT THAT I WAS AT, IN THE EVENT OF AN EVAC. WE LANDED AND FIRE TRUCKS MET THE PLANE. NO SMELL OF SMOKE OR BURNING. WE WERE CLRED TO GO TO A GATE. THE CREW WERE VERY PROFESSIONAL THROUGHOUT THE INCIDENT. CAPT WAS EXCEPTIONAL ON HIS PROCS.

Synopsis :

AN MD-S80 FLT ATTENDANT RPTED ELECTRICAL SMELL TO CAPT, WHO RETURNED TO LAND AT DFW.

ACN: 574451

Time

Date : 200302

Day : Sun

Local Time Of Day : 1801 To 2400

Place

State Reference : UT

Aircraft / 1

Controlling Facilities.ARTCC : ZLC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 574451

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Radar

Person / 5

Function.Controller : Local

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

CAPT RPTED RAPID PWR LOSS IN R-HAND ENG. HE DECIDED TO MAKE AN EMER LNDG IN SLC TO DETERMINE PROB. NO EVAC WAS NECESSARY. HOWEVER, WE WERE MET BY FIRE DEPT ENGS. DEPLANED NORMALLY. CAPT SAID THAT, UPON LNDG, R-HAND ENG WAS OPERATING AT 30%. DON'T KNOW WHAT CAUSED PROB. DON'T KNOW HOW TO PREVENT A RECURRENCE.

Synopsis :

A B757 FLT ATTENDANT RPTED THAT THE CAPT DIVERTED TO SLC DUE TO AN ENG FAILURE.

Time

Date : 200301
Day : Sun
Local Time Of Day : 0601 To 1200

Place

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

Environment

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : MD-80 Series (DC-9-80) Undifferentiated or Other Model
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

ASRS Report : 574536

Person / 2

Function.Oversight : PIC
Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2
Resolatory Action.Flight Crew : Declared Emergency
Resolatory Action.Flight Crew : Diverted To Another Airport
Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft
Problem Areas : Maintenance Human Performance

Narrative :

CAPT INFORMED ME WE HAD TO MAKE AN EMER LNDG DUE TO NO OIL IN ENG. WE LANDED IN WILKES BARRE, PA, WITHOUT INCIDENT. OIL SHOULD HAVE BEEN CHKED BETTER. MECHS MGR WAS ON BOARD AND STAYED WITH THE PLANE.

Synopsis :

MD80 FLT ATTENDANT RPTS DIVERSION AFTER DEP FROM ZZZ DUE TO EMER CAUSED BY ENG OIL LOSS OR INCOMPLETE MAINT.

ACN: 574792

Time

Date : 200301

Day : Sat

Local Time Of Day : 0001 To 0600

Place

State Reference : US

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777-

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 574792

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Weather

Narrative :

I WAS IN THE BACK COURSE GALLEY HELPING ANOTHER FLT ATTENDANT WITH THE DUTY-FREE PAPERWORK, WHEN SUDDENLY WE ENCOUNTERED MODERATE TURB. THE AIRPLANE SHOOK VIOLENTLY, ITEMS WERE TOSSED AROUND IN THE GALLEYS AND CABIN, AND WALKING WAS VERY DIFFICULT. I MADE MY WAY BACK TO MY JUMPSEAT (AT DOOR 1L) AND MADE A PA TELLING THE PAX TO INSURE THAT THEIR SEATBELTS WERE FASTENED TIGHTLY, AND TO HOLD ONTO LAP BABIES. (BY THE WAY, THE SEATBELT SIGN WAS ON PRIOR TO THIS WHOLE INCIDENT.) I THEN CALLED THE CAPT AND TOLD HIM TO MAKE A PA, BECAUSE THE PAX WERE GETTING SCARED, WHICH HE DID. I THINK THE TURB LASTED ABOUT 15 MINS (WE WEREN'T ABLE TO FIND ANY SMOOTH AIR). WHEN WE LANDED, THE CAPT GOT CALLED INTO LHR OPS AND DISCUSSED IT WITH A FLT MGR. I HEARD THAT THE ACFT WAS TAKEN OTS, BUT I'M NOT SURE.

Synopsis :

RPTR STATES B777-200 ENCOUNTERED MODERATE TURB. NO INJURIES RPTED.

ACN: 574794

Time

Date : 200302

Day : Fri

Local Time Of Day : 0601 To 1200

Place

State Reference : FL

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 574794

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 4

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Resolatory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Aircraft

Narrative :

TKOF WAS NORMAL. DURING CRUISE AS THE FLT ATTENDANT GALLEY, I FELT SAME VIBRATION WHEN STANDING DOING THE BEVERAGE SVC IN THE AFT GALLEY AND IN THE BACK ON BOTH SIDES OF THE PLANE. THE CAPT CALLED TO THE BACK AND WANTED TO KNOW IF WE SMELLED, HEARD, OR FELT ABNORMAL ACFT MOVEMENT, VIBRATIONS, ETC. WE TOLD (FLT ATTENDANT #2 AND #4) WHAT WE FELT, AND HE HAD THE REST OF THE CREW COME TO THE BACK TO SEE WHAT WE FOUND. THE FO AND THE CAPT NEVER CAME BACK TO INVESTIGATE THEMSELVES. AFTER 20 MINS OR SO, THE CAPT INFORMED CREW THAT WE WERE HEADING BACK TO MIA, BECAUSE OF VIBRATION IN THE TAIL WING AND A PROB WITH L ENG. WE RETURNED WITHOUT EVAC OF ANY TYPE OR ANY INCIDENT TO CREW OR PAX.

Synopsis :

A300 CREW HAD AIRFRAME VIBRATION AND #1 ENG VIBRATION IN ZMA CARIBBEAN OCEANIC AIRSPACE.

ACN: 574934

Time

Date : 200301

Day : Sun

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SJU.Airport

State Reference : PR

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.TRACON : SJU.TRACON

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Flight Phase.Descent : Holding

Person / 1

ASRS Report : 574934

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Controller : Approach

Function.Controller : Departure

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Flap/Slat Position Indicator

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft

Narrative :

AFTER WE TOOK OFF, CAPT CALLED AND SAID THERE WAS SOMETHING WRONG WITH SLATS, AND THAT WE HAVE TO GET RID OF SOME FUEL, AND LAND IN SAN JUAN AGAIN. WE CIRCLED FOR ABOUT 25 MINS AND LANDED IN SJU SAFELY. NO EVAC WAS NECESSARY. FLT WAS CANCELLED.

Synopsis :

A300 RETURNED TO DEP ARPT DUE TO SLAT PROB.

ACN: 574935

Time

Date : 200301

Day : Sun

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SFO.Airport

State Reference : CA

Altitude.MSL.Single Value : 18000

Aircraft / 1

Controlling Facilities.ARTCC : ZOA.ARTCC

Operator.Common Carrier : Air Carrier

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

Mission : Passenger

Person / 1

ASRS Report : 574935

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Resolatory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Aircraft

Narrative :

AFTER TKOF, APPROX 5-10 MINS OUT OF SFO (FL180), A BUNCH OF BALLOONS WERE SUCKED INTO THE R ENG CAUSING THE PLANE TO SHUDDER AND FILL THE CABIN WITH A RUBBER SMELL. THE PLT INFORMED US WE WOULD BE TURNING AROUND TO CHK TO MAKE SURE EVERYTHING WAS OK. EVERYTHING CHKED OUT AND WE CONTINUED ON TO DALLAS FORT WORTH.

Synopsis :

MD80 CABIN ATTENDANT RPTED FUMES IN CABIN, ACFT DIVERTED TO SFO.

Time

Date : 200302
Day : Fri
Local Time Of Day : 1201 To 1800

Place

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

Environment

Flight Conditions : VMC
Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : Fokker 100
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge
ASRS Report : 575037

Events

Resolatory Action.Flight Crew : Diverted To Alternate
Resolatory Action.Flight Crew : Landed As Precaution
Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

WHILE WORKING THE BEVERAGE CART, I APPROACHED A PAX AND ASKED HER IF SHE WANTED SOMETHING TO DRINK. SHE SLOWLY RAISED HER HEAD AND TRIED TO TELL ME SOMETHING, BUT COULD NOT MAKE ANY SOUNDS COME OUT. I GOT DOWN ON HER LEVEL AND ASKED HER IF SHE COULD HEAR ME OR UNDERSTAND ME. SHE TRIED AGAIN TO TALK, BUT NOTHING HAPPENED. SHE COULD BARELY KEEP HER EYES OPEN. I THEN NOTICED SHE WAS SWEATING PROFUSELY. I IMMEDIATELY WENT TO THE GALLEY AND GOT A COLD RAG. WHEN I RETURNED, THE OTHER FLT ATTENDANT HAD PUT THE CART AWAY, SO I WIPE HER FOREHEAD AND TRIED ONCE AGAIN TO COMMUNICATE WITH HER. WHEN THE OTHER FLT ATTENDANT RETURNED, WE LOWERED HER TO THE FLOOR. THE OTHER FLT ATTENDANT WENT TO PAGE FOR A DOCTOR, AT WHICH TIME A NURSE ON BOARD MADE HER PRESENCE KNOWN TO ME. WE WORKED TOGETHER TO TAKE OFF THE LADY'S JACKET. THE OTHER FLT ATTENDANT RETRIEVED ALL THE NECESSARY MEDICAL EQUIP AND BROUGHT IT TO ME. I IMMEDIATELY PUT OXYGEN ON HER, BUT SHE DID NOT IMPROVE. THE NURSE TOOK HER BLOOD PRESSURE AND PULSE. I THEN INSTRUCTED A PAX TO LOOK IN HER BAG AND SEE IF HE COULD IDENTIFY ANY MEDICAL HISTORIES. HE PULLED OUT AN INSULIN KIT. THE NURSE PRICKED HER FINGER TO GET A READING, WHILE I PUT SUGAR IN HER MOUTH. THE NURSE CONTINUED TO TRY AND OBTAIN AN ACCURATE READING, BUT COULD NOT MAKE THE PROMPT WORK. AT THAT POINT, IT WAS DETERMINED THAT WE SHOULD MAKE AN EMER LNDG. THROUGHOUT THE ENTIRE ORDEAL, I WAS ABLE TO GET 3 SUGAR PACKETS IN HER MOUTH AND A VERY SMALL AMOUNT OF ORANGE JUICE. SHE FADED IN AND OUT OF A CONSCIOUS STATE. ONCE WE LANDED IN WICHITA, THE PARAMEDICS CAME ON BOARD AND OBTAINED THE NECESSARY INFO FROM MYSELF AND THE NURSE. THEY THEN PROCEEDED TO TAKE A BLOOD SUGAR LEVEL READING, AND WITHIN MINS, INSERTED AN IV INTO THE PAX'S L LOWER ARM. WITHIN A COUPLE OF MINS SHE CAME AROUND. THE PARAMEDICS ASKED HER QUESTIONS TO DISCERN HER RATIONALITY AND THEN RELEASED HER. SECURITY ESCORTED HER OFF THE PLANE. SHE WALKED OFF. APPROX 2 HRS LATER, WE FLEW BACK TO ZZZ.

Synopsis :

DURING A FLT, A FLT ATTENDANT NOTICES THAT A PAX WAS ILL. WHILE A NURSE AND THE FLT ATTENDANT'S DEAL WITH THE ILL PAX, THE CAPT MADE AN EMER LNDG. PARAMEDICS MET THE FLT.

ACN: 575444

Time

Date : 200302

Day : Wed

Local Time Of Day : 0601 To 1200

Place

State Reference : DC

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZDC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-800

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 575444

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Supplementary

Problem Areas : Aircraft

Narrative :

I WAS IN THE COACH GALLEY WHEN I HEARD THE PA THAT WE WERE GOING TO RDU DUE TO A MECHANICAL PROB. THE CAPT DIDN'T TELL THE PAX WHAT THE PROB WAS, BUT DID TELL THE FLT ATTENDANTS THAT WERE IN FIRST CLASS. FLT ATTENDANT #2 TOLD ME WHAT HAPPENED. THE WINDSHIELD PANEL ON CAPT'S SIDE SHATTERED INFLT.

Synopsis :

FLT ATTENDANT RPT ON A FAILED COCKPIT WINDOW DURING CRUISE IN A B737-800 WITH A SUBSEQUENT DIVERSION TO RDU, NC.

ACN: 575642

Time

Date : 200302

Day : Sun

Local Time Of Day : 1201 To 1800

Place

State Reference : FL

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 575642

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Controller : Radar

Events

Anomaly.Non Adherence : Company Policies

Resolatory Action.None Taken : Insufficient Time

Supplementary

Problem Areas : ATC Human Performance

Problem Areas : Cabin Crew Human Performance

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Weather

Narrative :

DURING FLT, MODERATE TO SEVERE TURB OCCURRED. I WAS STANDING IN THE FIRST CLASS GALLEY. I SPREAD MY LEGS OUT TO STEADY MYSELF, I HELD ONTO THE HAND HOLDS ON THE GALLEY WALLS AND R-HAND EMER EXIT. I WAS TRYING TO MAKE IT TO MY JUMPSEAT WHEN A JOLT JAMMED MY L KNEE AND LOWER AND MIDDLE BACK. I IMMEDIATELY SLID TO THE FLOOR, WHERE I REMAINED UNTIL 10 MINS LATER WHEN THE TURB ENDED.

Synopsis :

UNEXPECTED INFLT ENCOUNTER WITH SEVERE TURB CATCHES THE FLT ATTENDANT UNAWARE AND THROWS HER TO THE FLOOR OF THE FIRST CLASS GALLEY DURING FLT OVER SW ATLANTIC ON FREQ WITH ZMA, FL.

ACN: 575881

Time

Date : 200302

Day : Tue

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : MIA.TRACON

Controlling Facilities.Tower : MIA.Tower

Operator.Common Carrier : Air Carrier

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

Mission : Passenger

Person / 1

ASRS Report : 575881

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Departure

Person / 3

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Local

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Tail Cone Overheat Wing

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed In Emergency Condition

Resolatory Action.Flight Crew : Overcame Equipment Problem

Resolatory Action.Controller : Provided Flight Assist

Supplementary

Problem Areas : Aircraft

Narrative :

SHORTLY AFTER TKOF, WE HEARD 2 CHIMES AND ALL FLT ATTENDANTS PICKED UP ON INTERPHONE. IT WAS THE CAPT TELLING US WE WERE RETURNING TO MIA DUE TO AN EXCESSIVE HEAT WARNING IN THE AFT TAIL CONE AREA. AS A PRECAUTION, FIRE TRUCKS WOULD BE ON HAND TO MAKE SURE THE PLANE WAS OK. HE MADE A PA TO THE PAX. WE LANDED WITHOUT INCIDENT AND AFTER PULLING OFF THE RWY AND HAVING THE PLANE CHKED OUT BY FIRE DEPT PERSONNEL, WE TAXIED TO A GATE AND ALL DEPLANED. ANOTHER PLANE WAS FOUND FOR US AND WE CONTINUED ON TO ORD.

Synopsis :

AN MD80 FLT CREW RETURN LAND AFTER THE MASTER CAUTION WARNING SYS INDICATES A HIGH TEMP INDICATION IN THE TAIL COMPARTMENT AT MIA, FL.

ACN: 576143

Time

Date : 200302

Day : Sat

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MMMX.Airport

State Reference : FO

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.Tower : MMMX.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 576143

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

AFTER 10000 FT, CAPT CONTACTED US TO SEE IF WE COULD SEE OR SMELL SMOKE. WE RPTED NO. AS #3, I BEGAN TO HEAR FIRE WARNINGS IN COCKPIT AND ALERTED MY CREW MEMBERS TO LOOK, LISTEN, AND FEEL. I WENT AND TOLD #2 AND #4 FLT ATTENDANTS TO GO OVER EMER PROCS, BUT WE HAD NOT BEEN TOLD TO RUN A CHKLIST. CAPT RANG FLT ATTENDANTS AND ASKED AGAIN TO CHK. I TURNED AFT STAIR LIGHTS ON TO ACCESS APU AREA AND TAIL CONE CATWALK. NO SIGN OF ANYTHING. WE FELT LAVATORY SEAMS, CEILINGS, FLOORS FOR HEAT, NONE. WE WERE TOLD OF APU SIGNAL FOR FIRE AND NOW R ENG FIRE. WE WERE TO PREPARE THE CABIN FOR IMMEDIATE LNDG INTO MEXICO. I ADVISED FLT ATTENDANTS TO GO OVER 30 SECOND REVIEW AND MENTALLY PICK PEOPLE TO ASSIST. AT 2500 FT, WE NOTICED WE WERE COMING DOWN TOO FAST (OR MUCH FASTER THAN NORMAL). WE WERE MENTALLY READY TO EVAC AT THIS POINT. THE LNDG WAS SOLID AND BRAKING FIRM. WE LANDED AND TAXIED TO CARGO AREA WITH NO INCIDENT. THE CREW WAS WELL PREPARED.

Synopsis :

S80 CABIN CREW HANDLES CABIN RELATED TASKS WHEN ACFT DIVERTS DUE TO APU AND ENG FIRE WARNINGS.

ACN: 576425

Time

Date : 200303

Day : Mon

Local Time Of Day : 0601 To 1200

Place

State Reference : FL

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 576425

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

PURELY MECHANICAL. CAPT ADVISED CREW OF SIT, THEN INFORMED PAX. WE WERE ADVISED THAT IT WAS A HYD FAILURE OF ONE OF THE 4 HYD SYS. HE SAID HE WOULD FLY TO USE FUEL AND THEN LAND HVY. IF AN EVAC WAS REQUIRED, CAPT WOULD USE SIGNAL SYS AND ANNOUNCE EXITS NOT TO BE USED. WE LANDED SAFELY. PAX AND ALL CREW FINE.

Synopsis :

A B767-300 FLT ATTENDANT RPTED THAT, AFTER DEPARTING MIA, THE CAPT ANNOUNCED A RETURN TO THE ARPT DUE TO A HYD PROB.

Time

Date : 200301

Day : Thu

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.TRACON : C90.TRACON

Controlling Facilities.Tower : ORD.Tower

Operator.Common Carrier : Air Carrier

Make Model : Fokker 100

Mission : Passenger

Aircraft / 2

Controlling Facilities.Tower : ORD.Tower

Make Model : Any Unknown or Unlisted Aircraft Manufacturer

Person / 1

ASRS Report : 576529

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Approach

Function.Controller : Departure

Person / 3

Function.Oversight : PIC

Events

Independent Detector.Other.Flight CrewA : 3

Resolutive Action.Flight Crew : Declared Emergency

Resolutive Action.Flight Crew : Diverted To Another Airport

Resolutive Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

AFTER TKOF, ANOTHER ACFT NOTICED FUEL LEAKING OUT OF THE R WING OF OUR ACFT. OUR PAX ALSO SAW THE FUEL COMING OUT. CAPT DECLARED AN EMER, AND WE RETURNED BACK TO ORD. WE LANDED WITH NO INCIDENT. ALSO, HAD A NORMAL EVAC. NO INJURIES. THE WHOLE EVENT WAS COMPLETE IN 8 MINS.

Synopsis :

THE #1 FLT ATTENDANT OF AN F100 RPTED THAT FUEL WAS NOTICED LEAKING FROM THE ACFT'S WING DURING DEP FROM ORD, CAUSING THE CAPT TO RETURN FOR AN EMER LNDG AND EVACUATION.

ACN: 577429

Time

Date : 200303

Day : Fri

Local Time Of Day : 0601 To 1200

Place

State Reference : TX

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.Tower : DFW.Tower

Operator.Common Carrier : Air Carrier

Make Model : B737 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 577429

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Flight Crew : First Officer

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Supplementary

Problem Areas : Aircraft

Narrative :

DUE TO A HYD SYS FAILURE, WE HAD AN UNSCHEDULED LNDG IN DFW. AS THE CAPT ANTICIPATED, WE LANDED WITHOUT INCIDENT.(ONLY 1 OF THE 2 SYS HAD FAILED, AND IN ADDITION, THERE WAS STILL A STANDBY SYS THAT WAS OPERABLE.) THE CAPT DID NOT REQUEST THAT WE PREPARE FOR A PLANNED EMER LNDG. HE TOLD ME THAT HE WANTED TO LAND THE ACFT IN DFW, BECAUSE BOTH HE AND THE FO FELT THAT WAS THE MOST PRUDENT DECISION WHICH THEY FURTHER CONFIRMED WITH MAINT. UPON ARRIVING SAFELY IN DFW, WE HAD A CHANGE OF ACFT, AND PROCEEDED TO XXX, FO.

Synopsis :

B737 DIVERTED TO DFW DUE TO HYD SYS FAILURE.

Time

Date : 200302
Day : Sun
Local Time Of Day : 0601 To 1200

Place

State Reference : NY

Aircraft / 1

Controlling Facilities. TRACON : N90. TRACON
Operator. Common Carrier : Air Carrier
Make Model : B777 Undifferentiated or Other Model
Mission : Passenger

Person / 1

ASRS Report : 577723

Person / 2

Function. Oversight : Flight Attendant In Charge

Person / 4

Function. Controller : Departure

Person / 3

Function. Oversight : PIC
Function. Flight Crew : Captain

Events

Independent Detector. Other. Flight CrewA : 1-2
Resolatory Action. Flight Crew : Diverted To Another Airport
Resolatory Action. Flight Crew : Landed In Emergency Condition
Resolatory Action. Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance

Narrative :

A LITTLE MORE CREW (COCKPIT) COORD WITH CABIN CREW IS NEEDED. 4 COCKPIT CREW MEMBERS IN THE COCKPIT. I KNEW IT WAS TOO QUIET AFTER TKOF. LOOKED OUT THE WINDOW AND NOTICED FUEL BEING DUMPED OVER THE OCEAN. WE NOTIFIED PURSER WHO CALLED COCKPIT. COM WOULD HAVE BEEN APPRECIATED. ALSO, A BRIEFING AFTER INCIDENT BY CAPT WOULD HAVE BEEN APPRECIATED BY CABIN CREW.

Synopsis :

B777-200ER CREW HAD TO SHUT DOWN THE ENG, DUMPED FUEL, AND RETURNED TO THE DEP ARPT. THE FLT ATTENDANT COMPLAINED ABOUT COORD FROM THE COCKPIT.

ACN: 577913

Time

Date : 200303

Day : Sat

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : HNL.Airport

State Reference : HI

Environment

Flight Conditions : VMC

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 577913

Events

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

A PAX WAS PREBOARDING IN A WHEELCHAIR. HE WALKED FROM THE FORWARD ENTRY DOOR TO HIS SEAT (FIRST ROW OF COACH CABIN) DURING BOARDING. ANOTHER FLT ATTENDANT CAME UP TO ME AND SAID THE PAX NEEDED OXYGEN. I OBTAINED THE SOLID STATE UNIT AND PROCEEDED TO THE PAX. WHEN I GOT TO THE PAX, 2 MEN (I LATER FOUND OUT, WERE DOCTORS) WERE TRYING TO MOVE THE PAX FROM HIS SEAT TO THE FLOOR. HE APPARENTLY WAS NON RESPONSIVE AND HAD NO PULSE. I OBTAINED THE AED AND GRABBED THE GO BAG. WE ATTACHED THE AED TO THE PAX, BUT 'NO SHOCK WAS ADVISED.' THE 2 DOCTORS IMMEDIATELY STARTED CPR AND RESCUE BREATHING. I, ALONG WITH ONE OF THE DOCTORS, AND THE DOCTOR'S WIVES (AN RN AND A REGISTERED PHARMACIST) RELIEVED EACH OTHER WITH THE CPR. THE OTHER DOCTOR DID ALL THE RESCUE BREATHING. WE CONTINUED THIS UNTIL THE PARAMEDICS ARRIVED. THE DOCTORS ASKED ME FOR AN 'AMBU' BAG. I TOLD HIM WE DIDN'T HAVE THAT ONBOARD. LATER ON, WHILE I WAS COMPLETING MY PAPERWORK, I FOUND IN MY FLT ATTENDANT'S MANUAL, THAT WE DID, IN FACT, HAVE AN AMBU BAG ONBOARD. SINCE FLT ATTENDANTS ARE NOT TRAINED TO USE THIS EQUIP, I GUESS I FORGOT THAT IT WAS ONBOARD. THERE SHOULD BE MORE TRAINING ON THIS EQUIP, AND FLT ATTENDANTS SHOULD HAVE TO LOCATE IT DURING RECURRENT TRAINING. THE DOCTORS LATER TOLD ME THAT THE PAX PROBABLY DIED RIGHT AWAY BEFORE WE EVEN TRIED TO REVIVE HIM, THEREFORE, THE AMBU BAG WOULDN'T HAVE HELPED SAVE HIM.

Synopsis :

B767-300 FLT ATTENDANT INVOLVED WITH 2 DOCTORS ATTEMPTING TO REVIVE A WHEELCHAIR PAX DURING BOARDING PROCESS. FLT ATTENDANT CONCERNED ABOUT KNOWLEDGE LACK OF 'AMBU BAG' AVAILABILITY AND TRAINING.

ACN: 578083

Time

Date : 200303

Day : Wed

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 578083

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

FLT ATTENDANT #2 NOTICED PAX WAS HAVING DIFFICULTY BREATHING. SHE WENT TO THE PHONE AND CALLED FLT ATTENDANT #1. FLT ATTENDANT CALLED CAPT TO ADVISE OF THE SIT AS THE FLT WAS PULLING AWAY FROM THE GATE. FLT ATTENDANT #1 TOOK THE DEFIBRILLATOR AND GOT THE PAX. PAX'S WHO WERE MEDICAL STUDENTS -- 1 INTERN AND 1 HOSPITAL ADMINISTRATOR -- WERE IN SEATS SURROUNDING THE PAX. FLT ATTENDANT #4 RETRIEVED OXYGEN FROM AFT (RETURNED AND REMAINED WITH THE PAX). PAX DID NOT HAVE A PULSE -- HE WAS PLACED ON THE FLOOR BTWN SEATS (AISLE). HE WAS IRRATIONAL AND NOT RESPONDING. THE DEFIBRILLATOR WAS USED -- PULSE RETURNED AND BREATHING STARTED. FLT ATTENDANT #1 AND FLT ATTENDANT #2 NOTIFIED THE CAPT OF THE NEED FOR PARAMEDICS (FLT ATTENDANT #2 -- MAIN COMMUNICATOR TO COCKPIT). PAX REGAINED PARTIAL CONSCIOUSNESS AND APPEARED TO BE HAVING A SEIZURE. PARAMEDICS ARRIVED AND PAX WAS REMOVED FROM THE ACFT. SOMEBODY WENT OUTSIDE WITH FLT ATTENDANT #1 TO CONSULT WITH THE PARAMEDICS.

Synopsis :

MD80 CREW RETURNED TO THE GATE WITH AN ILL PAX AT ORD.

ACN: 578327

Time

Date : 200303

Day : Sun

Local Time Of Day : 1201 To 1800

Place

State Reference : IL

Aircraft / 1

Controlling Facilities.ARTCC : ZAU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 578327

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Flight Crew : First Officer

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft

Narrative :

ABOUT 1 HR AND 20 MIN INTO OUR FLT CREW, FLT CREW ATTENDANT #4 APCHED THE COCKPIT WITH A DIGITAL CAMERA. SHE TOLD ME THAT A PAX HAD TAKEN A PICTURE OF THE R SIDE ENG, AND SHE NEEDED TO SHOW IT TO THE CAPT. AFTER SHOWING THE PICTURE TO THE CAPT, THE CAPT WENT OUT TO TALK TO THE PHOTOGRAPHER TO DISCUSS WHAT HE HAD SEEN. FLT CREW ATTENDANT #4 HAD TOLD ME THAT THE PAX SAW A PIECE OF RUBBER TEARING AWAY FROM THE ENG. AFTER DISCUSSING THE INCIDENT WITH THE PAX, THE CAPT RETURNED TO THE COCKPIT TO MAKE CONTACT WITH MAINT. HE THEN MADE A PA ANNOUNCING THAT AS A PRECAUTION, WE WOULD BE DIVERTING TO ORD INSTEAD OF DFW. APPROX 25 MINS AFTER THIS, WE SAFELY LANDED AT ORD ARPT.

Synopsis :

PAX RPTED SOMETHING RUBBER FELL OFF THE R ENG. FLC INVESTIGATED AND DIVERTED TO ORD.

ACN: 578382

Time

Date : 200303

Day : Sun

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SAN.Airport

State Reference : CA

Aircraft / 1

Controlling Facilities.TRACON : SCT.TRACON

Controlling Facilities.Tower : SAN.Tower

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 578382

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 6

Function.Controller : Local

Person / 3

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : Company Policies

Resolatory Action.Flight Crew : Landed In Emergency Condition

Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Narrative :

WE BEGAN OUR DAILY AND NECESSARY CHKS. WE DETERMINED THE AUDIO WAS INOP AND, THEREFORE, WE WOULD DO A MANUAL SAFETY DEMONSTRATION. AFTER THE COCKPIT CREW GOT ON, IT WAS DISCOVERED THE PA WOULDN'T WORK FOR THE MOVIE, BUT IT DID, IN FACT, WORK AT EACH INDIVIDUAL SEAT. (THIS HAD BEEN PLACARDED AND SAT OVERNIGHT). AS THE GUYS WERE DOING THEIR CHKS, THE EMER LIGHTS CAME ON IN THE ACFT SEVERAL TIMES. I ONLY SAW THE ONES ON THE FLOOR. I THINK IT HAPPENED A FEW TIMES. I WAS BUSY DOING SOMETHING ELSE. ONCE WE DETERMINED THAT EVERYTHING WAS FINE TO BOARD, WE ASSUMED OUR POS, AND BOARDING BEGAN. WE BACKED OUT FROM THE GATE AND BEGAN OUR SAFETY DEMONSTRATION. #1 FLT CREW ATTENDANT READ THE PA, WHILE GIVING THE CUSTOMERS THE FULL OPPORTUNITY TO SEE ALL GRAPHICS AND THE BENEFIT OF THE ENTIRE SAFETY DEMO IN SPANISH. WE DID OUR REGULAR SAFETY CHKS AND TOOK OUR JUMP SEATS. WE TOOK OFF NORMALLY. AFTER WHAT SEEMED TO ME TO BE ABOUT 35 SECONDS, I HEARD EXPLOSIONS ON THE ACFT. I THOUGHT WE WERE BEING ATTACKED BY TERRORISTS. IT SEEMED LIKE WE WERE HIT 8-11 TIMES. EVERYONE IN PLANE WAS GHOSTLY SILENT. I WAS WAITING TO SEE OR SMELL SMOKE IN THE CABIN. EVERYONE WAS LOOKING AT ME, AND I WAS TRYING TO LOOK CALM. WITHIN A FEW MOMENTS, THE CAPT CAME ON AND ADVISED THAT WE WERE HAVING ENG DIFFICULTY, AND THAT WE WOULD BE RETURNING BACK TO SAN. (I DON'T REMEMBER IF THOSE WERE HIS EXACT WORDS OR NOT.) WE ALL REMAINED IN OUR JUMP SEATS. ALL IN ALL, WE WERE IN THE AIR 6-7 MINS. AS WE WERE APCHING SAN, THE CAPT CAME ON OVER THE PA AND SAID 'FLT CREW ATTENDANTS -- 30 SECOND REVIEW' INSTEAD OF FOCUSING AT THE CRUCIAL INCIDENT AT HAND, I WAS NOW WONDERING WHAT THE HELL WAS HE TALKING ABOUT? WE MUST HAVE BEEN 250 FT, WHEN THE CAPT CAME OVER THE PA AND SHOUTED 'FLT CREW ATTENDANTS BRACE.' NONE OF THE FLT CREW ATTENDANTS YELLED 'HEADS DOWN, STAY DOWN.' WE CAME DOWN FAST AND HVY. THE ACFT STOPPED QUICKLY, AND WE WERE ADVISED THAT BECAUSE WE HAD LANDED SO SWIFTLY AND HEAVILY, THE FIRE DEPT WOULD NEED TO TAKE A FEW MINS TO COOL THE BRAKES. THE CAPT ASKED EVERYONE TO REMAIN SEATED. I GOT UP AND SLOWLY STARTED TO WALK THROUGH THE CABIN CHKING ON PEOPLE, JUST MAKING SURE EVERYONE WAS OK. THERE WERE SEVERAL FOLKS CRYING, AND IT APPEARED THAT MANY PEOPLE WERE IN SHOCK. MANY PEOPLE WANTED TO HOLD MY HAND AND JUST TALK. AT THAT POINT, WE WERE GOING TO MOVE THE ACFT TO THE GATE, SO I NEEDED TO GO BACK TO MY JUMP SEAT FOR TAXI. SOME GUY FROM TSA CAME OVER AND TOOK A FEW STATEMENTS FROM US REGARDING WHAT WE HEARD, THOUGHT, ETC.

Synopsis :

FLT CREW ATTENDANTS ON B757 RPT LOUD CONCUSSIVE SOUNDS FROM R ENG. ENG WAS SHUT DOWN, AND A QUICK AND DIRTY RETURN TO THE DEP ARPT ACCOMPLISHED. FLC DID NOT PROPERLY BRIEF AND INFORM THE FLT CREW ATTENDANT CREW AS TO SIT AND OR EXPECTATIONS.

ACN: 578554

Time

Date : 200303

Day : Sun

Local Time Of Day : 1801 To 2400

Place

State Reference : US

Aircraft / 1

Controlling Facilities.ARTCC : ZMA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Person / 1

ASRS Report : 578554

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Supplementary

Problem Areas : Aircraft

Narrative :

THE PURSER CAME AT THE BACK ACFT AND TOLD US THE PROB AND TO 'PUT AWAY ALL THE SVC AT THE GALLEY. WE ARE GOING BACK TO THE ARPT (HYD PROB), BE PREPARED FOR EVAC IF NECESSARY AFTER CAPT'S SIGNAL.' WE LANDED ALRIGHT. IT WASN'T NECESSARY TO EVAC. WE WENT TO THE GATE, FIXED THE ACFT. WE CHANGED ACFT AND WE LEFT TO SJO.

Synopsis :

AN AIRBUS 300 CABIN ATTENDANT RPTS A DIVERSION DUE TO A MAIN HYD SYS PROB. CABIN PREPARED FOR EVAC. NONE REQUIRED.

ACN: 578733

Time

Date : 200304

Day : Thu

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 578733

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Cabin Smoke Detectors

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Supplementary

Problem Areas : Aircraft

Narrative :

I SMELLED AN ELECTRICAL BURNING SMELL. I QUICKLY INFORMED THE PURSER. THEN THE FIRE BELL WENT OFF. I IMMEDIATELY TURNED OFF THE VIDEO SYS. THE ALARM STOPPED AND THE SMELL DISSIPATED. THE CAPT SAID HE TURNED SOME FANS OFF FOR AN ILL PAX IN THE LAST ROW OF BUSINESS CLASS. IF THAT WAS A CAUSE OF THE ELECTRICAL FAILURE, I BELIEVE THAT IS THOUGHT FOR CONCERN. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR ADVISED SHE DIDN'T KNOW WHAT EXACTLY CAUSED THE SMOKE. SEVERAL ITEMS HAD BEEN TURNED OFF IMMEDIATELY INCLUDING GALLEYS, PAX ENTERTAINMENT SYS, RECIRCULATING FANS, ETC. ALL ELECTRICAL ITEMS TURNED OFF WERE LEFT OFF. BECAUSE THE SMOKE DISSIPATED IMMEDIATELY AND COMPLETELY, THE CAPT DECIDED NOT TO DIVERT AND CONTINUED TO DEST.

Synopsis :

WHILE OVER THE N ATLANTIC, FLT ATTENDANT ABOARD B777 SMELLED ELECTRICAL SMOKE. SHORTLY THEREAFTER THE SMOKE ALARM WENT OFF IN THE CABIN. TURNED OFF VIDEO AND GALLEYS AND SMOKE IMMEDIATELY DISSIPATED.

ACN: 578822

Time

Date : 200305

Day : Sun

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 578822

Events

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Company

Narrative :

WERE YOU AWARE THAT AS OF MAY/XX/03, IN AN EFFORT TO CUT COSTS, OUR ACR IS TAKING OFF ALL CABIN CREW (FLT ATTENDANTS, NOT PLTS) FOOD ON ALL INTL FLTS, SO WE ARE TO GO WITHOUT FOOD FOR ANYWHERE FROM 8-14 HRS. I FEEL THIS PUTS US IN A VERY WEAKENED CONDITION TO COPE WITH ANY AND ALL EMER FROM MEDICAL TO EVAC.

Synopsis :

RPTR ADVISES HER EMPLOYER, A MAJOR INTL ACR, HAS CEASED BOARDING MEALS FOR FLT ATTENDANTS ON INTL FLT THUS JEOPARDIZING THEIR PERFORMANCE UNDER EMER CONDITIONS.

ACN: 578891

Time

Date : 200304

Day : Thu

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Person / 1

ASRS Report : 578891

Events

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Company

Problem Areas : FAA

Narrative :

ACR X IS ELIMINATING ALL CABIN CREW MEALS DUE TO RECENT COST CUTTING MEASURES. MEALS FOR ALL FLT ATTENDANTS WILL SOON CEASE. I FLY MOSTLY PACIFIC RTES IN WHICH OUR DUTY DAYS ARE BTWN 12-16 HRS. HOW CAN IT BE POSSIBLE THAT WE ARE EXPECTED TO BE AT PEAK PERFORMANCE WHEN WE HAVE NO MEALS FOR SUCH LONG PERIODS. FRANKLY, I AM DISTRAUGHT TO THINK OF WHAT COULD HAPPEN WHEN OUR ENERGY LEVELS ARE AT SUCH LOWS.

Synopsis :

AN ACR FLT ATTENDANT IS CONCERNED ABOUT A RECENT CHANGE IN COMPANY POLICY FOR PROVIDING CABIN CREW MEALS AND ITS EFFECT ON THE PERFORMANCE OF THE CREW ON EXTENDED OVERWATER OPS.

ACN: 578963

Time

Date : 200304

Day : Fri

Place

State Reference : US

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 578963

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 3

Supplementary

Problem Areas : Aircraft

Narrative :

ACFT X HAS A HISTORY OF INFLT ENTERTAINMENT SYS PROBS. I WAS IN THE COCKPIT WHEN A FLT ATTENDANT CALLED TO SAY THERE WAS AN ELECTRICAL SMELL FROM BUSINESS CLASS, ALL THE WAY TO THE AFT GALLEY. I SMELLED IT IN THE COCKPIT AND IMMEDIATELY TURNED OFF THE INFLT ENTERTAINMENT SYS AND THE SMELL DISSIPATED. (THIS PROB OCCURRED ABOUT 6 1/2 HRS INTO THE FLT.) APPROX 2 HRS 45 MINS FROM NARITA, I WAS INFORMED AGAIN OF ANOTHER SMELL IN BUSINESS CLASS GOING THROUGH TO THE MAIN CABIN. THIS WAS MORE OF A CHEMICAL SMELL. IT WAS THE RECIRCULATING FAN. THE MOTOR HAD FAILED AND THE SMELL WAS PENETRATING THE CABIN. AFTER SHUTTING DOWN THE FAN, THE SMELL WENT AWAY. WE LANDED IN NARITA WITHOUT FURTHER INCIDENT, BUT NOT WITHOUT BEING FRIGHTENED FOR THE REMAINDER OF THE FLT.

Synopsis :

B777-200 PURSER FLT ATTENDANT DETECTED AN ELECTRICAL ODOR THROUGH THE CABIN IN PACIFIC OCEANIC AIRSPACE.

Time

Date : 200304

Day : Sat

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757-200

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 578980

Person / 2

Function.Oversight : Flight Attendant In Charge

Events

Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Maintenance Human Performance

Narrative :

VAPORS FROM AFT LAVATORY CAUSED OR INDUCED CHEMICAL HYDROCARBON (PNEUMONIA) ON APR/SAT/03. AT APPROX XC00 I SMELLED A VERY STRONG ODOR LIKE KEROSENE IN AFT R LAVATORY. PURSER CONFIRMED AND NOTIFIED CAPT, WHO DECIDED TO LOWER ALT TO DISSIPATE CABIN AIR. I HAD SEVERE HEADACHE, SOAR THROAT, CHEST TIGHT, COUGH, SINUS PRESSURE, EYES PAINFUL AND TEARING. I BECAME INCREASINGLY ILL AND VOMITED. NOTIFIED MGR ON DUTY MRS X AND MRS Y. AT XA10 ON APR/TUE/03, SAW DOCTOR WHO TOOK X-RAY AND DREW BLOOD FOR VERIFICATION OF PNEUMONIA. POISON CTL SUGGESTED ABOVE TREATMENT. UPON LEAVING ZZZ1, A COCKPIT LIGHT DID NOT WORK. RETURNED TO ARPT TO REPAIR LIGHT AND TOOK OFF THEREAFTER. I NOTIFIED MGR ON DUTY AT ZZZ1 AND FILED INJURY ON DUTY FOR PNEUMONIA. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THE EXACT CAUSE OF THE ODOR IS UNKNOWN AS ACCESS TO THE MAINT HISTORY OF THE AIRPLANE IS LIMITED TO CABIN ATTENDANTS. THE RPTR SAID A PERSON AT THE STATION WHERE THE ACFT WAS WORKED OVERNIGHT SAID IT WAS CLEANING FLUID, BUT DID NOT SMELL LIKE CLEANING FLUID. THE RPTR SAID ONE OTHER SOURCE SAID IT WAS A LEAKING APU FUEL LINE. THE RPTR STATED THE COMPANY DOCTOR AFTER X-RAY AND BLOOD SAMPLES DIAGNOSED PNEUMONIA.

Synopsis :

A B757-200 CABIN ATTENDANT RPTS STRONG SMELL OF JET FUEL FROM AFT R LAVATORY. ATTENDANT BECAME SICK WITH INDUCED HYDROCARBON PNEUMONIA.

ACN: 579082

Time

Date : 200303

Day : Wed

Local Time Of Day : 1201 To 1800

Place

State Reference : NY

Aircraft / 1

Controlling Facilities.ARTCC : ZNY.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579082

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Flight Crew : Relief Pilot

Person / 3

Function.Flight Crew : First Officer

Supplementary

Problem Areas : Aircraft

Problem Areas : Environmental Factor

Narrative :

I RETURNED FROM A BREAK AND WAS INFORMED BY #4 THAT A LOUD BUZZING NOISE WAS HEARD BY SEATS IN 12TH ROW AND A VIBRATION COULD BE FELT, THEN A BURNING SMELL. SMOKE WAS SEEN FOR A FEW SECONDS, BUT IT DISSIPATED QUICKLY. THE PLTS HAD BEEN INFORMED. THE FLT ATTENDANTS WERE TO CONTINUE MONITORING AND RPTING THE SIT. DURING OUR SECOND SVC, I TOO COULD FEEL THE STRONG VIBRATION AND HEAR THE NOISE AROUND ROW 12. I CALLED PLTS TO INFORM THEM. SOON, THE FO CAME BACK TO ASSESS. THE PLTS THOUGHT IT WAS AIR CONDITIONING PACKS CAUSING THIS. WE WERE GIVEN PRIORITY LNDG CLRNC AND MET BY FIRE TRUCKS AND EMT VEHICLES. PAX WERE CALM DURING THIS. WE AND PLTS KEPT THEM INFORMED.

Synopsis :

CABIN ATTENDANT ABOARD B777 RPTS VIBRATION. BUZZING SOUND AND MOMENTARY SMOKE IN CABIN.

ACN: 579233

Time

Date : 200304

Day : Sun

Local Time Of Day : 1201 To 1800

Place

State Reference : NY

Aircraft / 1

Controlling Facilities.ARTCC : ZNY.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579233

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Cabin Smoke Alarm

Supplementary

Problem Areas : Aircraft

Narrative :

SMOKE ALARM WENT OFF. CTRLR PANEL OVER JUMPSEAT 4L INDICATED SMOKE DETECTED IN MID CABIN. VERY STRONG ELECTRICAL SMOKE ODOR CAME THROUGH CABIN. #4 FLT ATTENDANT ON BREAK IN BUNKS -- MAIN DECK CREW REST, NOTHING OBSERVED THERE. BEFORE 1 MIN PASSED, SMELL DISSIPATED AND ALARM STOPPED. PLTS HAD STOPPED RECIRCULATING AIR RIGHT BEFORE ALARM WENT OFF, BECAUSE OF SICK PAX. AFTER ALARM, THEY TURNED IT BACK ON AGAIN. FLT ATTENDANT TURNED OFF PWR PORTS AND COMPLETE ENTERTAINMENT SYS. SINCE THESE 3 THINGS OCCURRED AT THE SAME TIME AND ALARM WENT OFF, WE WERE UNSURE WHICH STOPPED THE ELECTRICAL PROB. AS PRECAUTION, OVENS WERE NOT USED FOR REMAINDER OF FLT. THE SPD AT WHICH SUCH A STRONG ELECTRICAL SMOKE ODOR PERMEATED THE CABIN WAS SURPRISING TO ME, AND I WAS VERY THANKFUL FOR THE SPD AT WHICH IT DISSIPATED.

Synopsis :

B777-200 FLT ATTENDANT HEARD A CABIN SMOKE ALARM SOUNDING, AND DETECTED AN ELECTRICAL SMELL.

ACN: 579238

Time

Date : 200304

Day : Mon

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 579238

Person / 5

Function.Oversight : PIC

Function.Flight Crew : Captain

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

PAX HAD SEIZURE, AND MASSIVE HEART ATTACK. HE WAS 65-75 YRS OLD. FOUND OUT HE WAS ON SEVERAL HEART MEDICATIONS, HAD HEART PROBS. WE ADMINISTERED OXYGEN, CPR, CHEST COMPRESSORS, RESCUE BREATHING, AED (DEFIBRILLATOR). EMER ROOM DOCTOR HELPED, AED ADVISED SHOCK, GAVE PAX SHOCK WITH NO POSITIVE RESULTS. PARAMEDICS ARRIVED 20 MINS AFTER FIRST ALERT OF MASSIVE HEART ATTACK AND PARAMEDICS TOOK OVER. THEY WORKED ON PAX IN AISLE FOR 10 MORE MINS AND THEN TOOK HIS LIFELESS BODY OUT TO JET BRIDGE AND WORKED ON HIM OUT ON GURNEY. WE, AS A FLT CREW, DID EVERYTHING AS TRAINED AND GAVE THIS PAX 200%.

Synopsis :

MD80 CREW HAD A PAX WITH A MASSIVE HEART ATTACK, THAT DIED.

ACN: 579403

Time

Date : 200304

Day : Sun

Place

Locale Reference.Airport : OGG.Airport

State Reference : HI

Aircraft / 1

Controlling Facilities.ARTCC : ZHN.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767-200

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579403

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Flight Crew : First Officer

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

THE CABIN WAS NORMAL WHEN THE COCKPIT CALLED BACK TO HAVE US PREPARE FOR AN EMER LNDG IN OGG. SEVERAL MINS LATER, THEY CALLED BACK AND SAID WE WOULD BE LNDG AT HNL AFTER DUMPING FUEL. WE LANDED WITHOUT INCIDENT.

Synopsis :

B767-200 DUMPED FUEL AND DIVERTED TO HNL FOR UNSPECIFIED EMER CONDITION.

ACN: 579430

Time

Date : 200304

Day : Sat

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : ESN.Airport

State Reference : MD

Altitude.MSL.Single Value : 1000

Environment

Flight Conditions : VMC

Aircraft / 1

Operator.General Aviation : Personal

Make Model : Skylane 182/Rg Turbo Skylane/Rg

Mission : Pleasure

Flight Phase.Cruise : Level

Person / 1

Function.Flight Crew : Single Pilot

Experience.Flight Time.Total : 2000

Experience.Flight Time.Last 90 Days : 20

Experience.Flight Time.Type : 200

ASRS Report : 579430

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Airspace Structure

Problem Areas : Flight Crew Human Performance

Narrative :

POSSIBLE INCURSION INTO ADIZ WITHOUT RADIO COM. INADVERTENT VIOLATION OF AIRSPACE.

Synopsis :

AIRSPACE INCURSION WHEN A C182 PVT PLT ENTERS THE DC ADIZ AT 1000 FT 3 NM S OF ESN, MD.

ACN: 579558

Time

Date : 200304

Day : Mon

Place

Locale Reference.Airport : LFPG.Airport

State Reference : FO

Aircraft / 1

Controlling Facilities.ARTCC : LFFF.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : Commercial Fixed Wing

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 579558

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Overcame Equipment Problem

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Narrative :

INCIDENT YOU SHOULD BE INVESTIGATING, LFPG TO ZZZ, US. CIRCUIT BREAKER POPPED KNOCKING OUT FIRST CLASS, BUSINESS CLASS GALLEY. COCKPIT RESET BREAKERS INFLT -- POPPED OUT AGAIN. 'NO, NO' TO RESET AGAIN. WORKED ENTIRE FLT WITHOUT FIRST CLASS, BUSINESS CLASS PWR. ONLY GALLEY PWR. MY OPINION SHOULD HAVE RETURNED TO PARIS AND REPAIR!

Synopsis :

CIRCUIT BREAKER SUPPLYING PWR TO GALLEY POPPED. UNABLE TO RESET. CONTINUED TO TRANSATLANTIC DEST WITH REDUCED GALLEY CAPABILITY.

ACN: 580355

Time

Date : 200304

Day : Sat

Local Time Of Day : 0601 To 1200

Place

State Reference : CA

Aircraft / 1

Controlling Facilities.ARTCC : ZOA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 580355

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 4

Function.Controller : Radar

Events

Independent Detector.Other.Flight CrewA : 2

Supplementary

Problem Areas : Environmental Factor

Problem Areas : Weather

Narrative :

I WAS INFORMED BY CAPT THAT ACFT AHEAD OF US WERE RPTING MODERATE TURB. THE CAPT ASKED US TO SECURE CABIN/GALLEYS AND TAKE OUR SEATS. I INFORMED THE REST OF THE FLT ATTENDANTS, AND WE REMAINED SEATED FOR THE LAST 2 HRS OF THE FLT. SINCE IT IS MUCH MORE TURB IN THE REAR OF THE B757, THE FLT ATTENDANTS SEATED IN THE REAR FELT IT WAS SEVERE TURB. I WAS SEATED AT DOOR 1L. IT FELT LIKE MODERATE TURB TO ME. THE CAPT TOLD PAX VIA PA SYS THAT THE FLT ATTENDANTS WOULD REMAIN SEATED. BECAUSE OF EXCELLENT COM BTWN COCKPIT AND CABIN, THERE WERE NO INJURIES.

Synopsis :

B757 ENCOUNTERED MODERATE TO SEVERE TURB OVER THE PACIFIC OCEAN. GOOD COORD BTWN COCKPIT AND CABIN CREWS RESULTED IN ALL BEING IN THEIR SEATS WITH SEAT BELTS FASTENED AND NO INJURIES RESULTED.

Time

Date : 200304

Day : Sat

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.Tower : ZZZ.Tower

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 580558

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 4

Function.Flight Crew : First Officer

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Cabin Lighting Ctl Panel

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Maintenance Human Performance

Narrative :

I HAD LIMITED VISUAL ACCESS TO THE CABIN, AND THEY ONLY NOTICED CABIN LIGHTS GOING ON AND OFF IN IRREGULAR INTERVALS. I SAW 1 'FLASH-LIKE' BURST OF LIGHT THAT SEEMED TO COME FROM THE CEILING PANEL ABOVE A SEAT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THE ACFT RETURNED TO THE GATE WHERE MAINT CORRECTED THE MALFUNCTIONING CABIN LIGHTING. THE RPTR SAID IN ADDITION TO THE CABIN LIGHTING FLASHING 1 OR MORE LIGHTING CTL PANELS WERE FLASHING, ALSO CORRECTED BY MAINT. THE RPTR STATED THE FLT DEPARTED 1 HR LATE.

Synopsis :

A B777 TAXIING FOR TKOF RETURNED TO THE GATE DUE TO CABIN LIGHTING FLASHING IRREGULARLY, AND A BURST OF LIGHT OVER A SEAT.

ACN: 581132

Time

Date : 200305

Day : Mon

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : SJC.Airport

State Reference : CA

Aircraft / 1

Controlling Facilities.TRACON : NCT.TRACON

Controlling Facilities.Tower : SJC.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 581132

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 3

Function.Oversight : Flight Attendant In Charge

Person / 5

Function.Controller : Departure

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Resolatory Action.Controller : Provided Flight Assist

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Narrative :

SHORTLY AFTER TKOF, INTERPHONE RANG. I PICKED IT UP AND HEARD #2 FLT ATTENDANT, WHO WAS SEATED AT AFT JUMP SEAT, ASK THE #1 FLT ATTENDANT IF, 'THE CABIN IS SMOKING OR IS IT JUST ME?' FLT ATTENDANT #1 ANSWERED, THAT SHE COULD SEE HAZE IN THE CABIN ALSO. I TOOK OFF MY SEAT BELT AND TURNED AROUND TO SEE THE CABIN IN HAZE AND COULD SMELL WHAT SEEMED LIKE BURNING OIL. THE CABIN WAS GETTING PROGRESSIVELY HAZIER. THE CAPT CALLED BACK AND SAID WE WERE RETURNING TO SJC AND ASKED IF IT WAS GETTING ANY CLRER IN THE CABIN, TO WHICH I REPLIED, 'NO, IT'S GETTING WORSE.' THE AIRPLANE TURNED AND WAS RETURNING TO SJC. ABOUT 2 OR 3 MINS LATER, THE HAZE STARTED TO DISSIPATE. THE CAPT CALLED AGAIN TO FIND OUT HOW CABIN CONDITIONS WERE AND THE #1 FLT ATTENDANT TOLD HIM THAT THE SMOKE/HAZE HAD DISSIPATED. WE RETURNED TO SJC, PAX DEPLANED AND ACFT WAS TAKEN OTS.

Synopsis :

MD80 FLT ATTENDANT NOTED A SMOKY HAZE IN THE CABIN AFTER TKOF AT SJC.

ACN: 581382

Time

Date : 200305

Day : Tue

Local Time Of Day : 1201 To 1800

Place

State Reference : TX

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : D10.TRACON

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 581382

Person / 6

Function.Controller : Approach

Function.Controller : Departure

Person / 5

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Controller : Issued New Clearance

Resolatory Action.Controller : Provided Flight Assist

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Narrative :

FLT ATTENDANT #5 DIRECTED ME TO LOOK OUT IN THE AISLE TOWARDS THE BACK OF THE ACFT. THE AISLES WERE HAZY, RESEMBLING LIGHT SMOKE. AS WE CONTINUED TO CLB THE SMOKY HAZE APPEARED TO WORSEN. I WALKED THE AISLES CHKING LAVATORIES FOR SMOKE. I ASKED A DEADHEADING PLT IF HE SMELLED ANYTHING. HE SAID IT SMELLED DUSTY BUT NOT LIKE SMOKE. OTHER PAX NOTICED A DUSTY SMELL. THE CAPT DECIDED TO GO BACK TO DFW AS THE SIT WASN'T IMPROVING. WE LANDED AND DEPLANED WITHOUT INCIDENT.

Synopsis :

B777-200 FLT ATTENDANT NOTED A SMOKY HAZE IN THE CABIN AFTER TKOF AT DFW.

ACN: 581535

Time

Date : 200305

Day : Sun

Local Time Of Day : 1801 To 2400

Place

State Reference : KS

Aircraft / 1

Controlling Facilities.ARTCC : ZKC.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B777-

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 581535

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Weather

Narrative :

2 SEPARATE INCIDENTS OF TURB AS WE WERE PREPARING TO SERVE PAX A BEVERAGE. NO PA FROM COCKPIT EITHER TIME. NO WARNING EITHER TIME. NO CALLBACK TO CHK ON FLT ATTENDANTS OR PAX FROM COCKPIT. I WAS FLT ATTENDANT #6 WORKING WITH FLT ATTENDANTS #1 AND #5. WE HELD ON TO HAND RAILS IN THE GALLEY OF FIRST CLASS TO SUPPORT OURSELVES. THEN MADE OUR WAY TO JUMP SEATS WHILE BEING JOSTLED AROUND. THE SECOND ROUND OF TURB WAS MORE SEVERE. MY FEET CAME OFF THE FLOOR. COULD NOT MOVE TO A JUMP SEAT, AS WE NEEDED TO HOLD ON TO HAND RAILS IN FIRST CLASS GALLEY. FINALLY MOVED TO A JUMP SEAT, YET COULD NOT BUCKLE IN AS HARNESS WOULD LOCK UP. A FLT ATTENDANT IN THE BACK, WHO WAS PREGNANT, WAS UNABLE TO GET INTO HER JUMP SEAT. THE COACH FLT ATTENDANT, NOTIFIED THE CAPT THAT THIS FLT ATTENDANT WAS CONCERNED FOR HER BABY. UPON LNDG, PARAMEDICS MET THE FLT. HER BLOOD PRESSURE WAS ELEVATED. I DROVE HER TO THE EMER ROOM AT THE LCL HOSPITAL.

Synopsis :

A B777 FLT ATTENDANT RPTED THAT TURB PREVENTED HER FROM BUCKLING HER HARNESS AS THE INERTIAL REEL KEPT LOCKING DURING THE JOLTS.

ACN: 581697

Time

Date : 200304

Day : Sat

Local Time Of Day : 0601 To 1200

Place

State Reference : CA

Aircraft / 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 581697

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Diverted To Alternate

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Weather

Narrative :

I WAS IN AFT GALLEY WHEN I WAS TOLD THAT THE JFK BASED FLT ATTENDANT HAD FALLEN AND WAS SERIOUSLY HURT. A DOCTOR WAS PAGED AND THE PURSER AND DOCTOR WERE ATTENDING TO HER AND HAD MOVED HER IN AISLE CHAIR TO BUSINESS CLASS GALLEY. SHE WAS IN A LOT OF PAIN. WE RETURNED TO LAX. WE WERE 1 1/2 HRS OUT OVER THE OCEAN AND THE DECISION WAS MADE TO RETURN TO LAX. THE FLT WAS TURBULENT. I DIDN'T SEE HER FALL SINCE I WAS IN AFT GALLEY CABIN AND SHE WAS IN FIRST CLASS AISLE.

Synopsis :

A B767 FLT ATTENDANT RPTED THAT ANOTHER FLT ATTENDANT WAS INJURED DURING A FALL, CAUSING THE RETURN TO THE ORIGINATION ARPT.

ACN: 581935

Time

Date : 200305

Day : Thu

Local Time Of Day : 1801 To 2400

Place

State Reference : TX

Aircraft / 1

Controlling Facilities.ARTCC : ZFW.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : Fokker 100

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : Flight Attendant In Charge

ASRS Report : 581935

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Supplementary

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

WE WERE ON OUR WAY TO SAT FROM ORD. THE RIDE WAS SMOOTH WITH NO INDICATION OF TURB. THE SEATBELT SIGN WAS OFF. I WAS WAITING FOR MY FIRST CLASS PAX TO FINISH EATING, SO I SAT DOWN ON MY JUMPSEAT TO WAIT. THE FIRST JOLT HIT, AND IT FELT LIKE THE ACFT WENT UP. I TWISTED AROUND TO GRAB MY SEATBELT AND HARNESS WHEN WE DROPPED 400 FT. 6 PAX INITIALLY COMPLAINED OF INJURIES, 2 HIT THE CEILING. 1 WAS IN THE LAVATORY, AND THE OTHER HAD JUST COME OUT OF THE LAVATORY. THE BEVERAGE CART ALSO HIT THE CEILING AND TURNED OVER. THE PAX THAT WERE BELTED IN DID NOT COME OUT OF THEIR SEATS. THE UNBELTED ONES WERE THROWN ABOUT, BUT MANAGED TO HANG ONTO SEATS, AND BUCKLED UP AFTER WE MADE PA ANNOUNCEMENTS TO BUCKLE UP AND STAY SEATED. I BELIEVE THE SEATBELT SIGN STAYING ON AT ALL TIMES WOULD HELP CUT DOWN ON CLR AIR TURB INJURIES TO PAX. AS A FLT ATTENDANT, WE SHOULD HAVE CLR ACCESS TO OUR JUMPSEATS AT ALL TIMES. OUR GALLEYS ARE NOT DESIGNED TO PROVIDE ADEQUATE ACCESS AND OPTIMUM SVC. OUR JUMPSEATS ARE OFTEN BLOCKED BY BEVERAGE AND MEAL CARTS. ALSO, HAVING BEVERAGE CARTS THAT WORK PROPERLY WOULD CUT DOWN ON INJURIES, AS THE BRAKES OFTEN DON'T WORK, AND WHEELS DON'T TURN, SO IT IS DIFFICULT TO PARK THEM AT AN ANGLE DURING TURB. WE DIVERTED TO DFW, HAD PARAMEDICS MEET FLT, AND SWITCHED ACFT. WE THEN PROCEEDED TO SAT.

Synopsis :

AN F100 FLT ATTENDANT IN CHARGE COMPLAINED THAT FLT ATTENDANTS DON'T ALWAYS HAVE QUICK ACCESS TO THEIR JUMPSEATS DURING SUDDEN ONSETS OF TURB.

ACN: 583175

Time

Date : 200304

Day : Thu

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Controlling Facilities.TRACON : D10.TRACON

Controlling Facilities.Tower : DFW.Tower

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 583175

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 5

Function.Flight Crew : First Officer

Events

Resolatory Action.Flight Crew : Diverted To Another Airport

Resolatory Action.Flight Crew : Landed As Precaution

Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft

Narrative :

I WAS SITTING IN 4R JUMP SEAT AWAITING THE 2ND CHIME WHEN A LOUD METALLIC CLANG SOUND OCCURRED. I LOOKED AT THE #2 FLT ATTENDANT, AND ASKED 'WHAT WAS THAT?' A FEW MOMENTS LATER THERE WAS A POPPING SOUND, FOLLOWED BY A STALLED R ENG. I SAID TO THE #2 FLT ATTENDANT WE HAVE LOST THE R ENG? THE PLANE LOST ALT BRIEFLY AND THEN REGAINED. THE #1 FLT ATTENDANT CALLED AND ASKED IF WE WERE OK? WHILE WE WERE ON THE INTERCOM OUR CAPT CAME ON THE INTERCOM AND TOLD US (FLT ATTENDANTS) WE WERE RETURNING TO MAKE LNDG DUE TO A R ENG PROB. WE WERE STILL IN JUMP SEATS WHEN A CALL LIGHT CAME ON. #2 FLT ATTENDANT AND I WENT TO SEE WHAT THE YOUNG LADY NEEDED. SHE WAS PALE AND NAUSEATED. WE PLACED COLD TOWELS AND PLACED THE AIR VENT ON HER. ALSO GAVE HER A BAG IF SHE NEEDED IT. THE YOUNG LADY'S COLOR CAME BACK TO NORMAL AND WE RETURNED TO OUR JUMP SEATS AFTER DOING A SAFETY CHKS. CAPT ANNOUNCED OVER THE PA SYS THAT WE WERE RETURNING TO LAND. WE HAD LIKELY TAKEN IN A 'BIRD' IN THE R ENG. HE STATED NOT TO BE ALARMED TO SEE FIRE TRUCKS AND EMER VEHICLES UPON LNDG. WE LANDED SAFELY AND TAXIED TO THE GATE WITHOUT INCIDENT. ALL PAX LEFT BY THE JET BRIDGE. PERCEPTIONS: I FEEL THAT IT WAS NOT A BIRD, BUT SOMETHING OF A METALLIC NATURE THAT HIT THE R ENG. I WAS UNAWARE OF ANY FIRE OR SMOKE AT ANY TIME. ONLY AFTER LNDG WAS I MADE AWARE THERE WAS A FIRE IN THE R ENG. A PAX (A MAN WHO WROTE FOR PAINTED HORSES MAGAZINE) TOLD ME HE KNEW WE WERE IN REAL TROUBLE WHEN HE SAW THE R ENG ON FIRE. 3 SVC MGRS MET OUR PLANE TO CHK ON US, AND THEY ALSO INFORMED US THAT SOMEONE ON THE GND (I BELIEVE ANOTHER FLT ATTENDANT HAD WITNESSED THE FLAMES FROM THE R ENG). THE FLT ATTENDANT CALLED THE 'MOD' OFFICE AND RPTD THE INCIDENT. AS FAR AS I KNOW ALL PAX WERE BOARDED IN ANOTHER B757 BY OUR ORIGINAL CREW AND WE LEFT FOR LAS VEGA WITHOUT INCIDENT.

Synopsis :

B757 CABIN ATTENDANT RPTD THAT THE ACFT HAD A R ENG FAILURE DURING TKOF AND RETURNED TO DFW.

ACN: 586312

Time

Date : 200306

Day : Mon

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MDPC.Airport

State Reference : FO

Environment

Flight Conditions : VMC

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

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

Mission : Passenger

Person / 1

ASRS Report : 586312

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Supplementary

Problem Areas : Airport

Problem Areas : Passenger Human Performance

Narrative :

DURING BOARDING, FLT ATTENDANT #5 ASKED ME TO CHK A SMALL GIRL WHO SEEMED TO BE COVERED FROM HEAD TO TOES WITH WHAT SEEMED SIMILAR TO CHICKEN POX. I ASKED THE MOTHER IF THE CHILD WAS ILL, TO WHICH SHE RESPONDED BY BLAMING THE MOSQUITOES AT THEIR RESORT. CONCERNED FOR THE POSSIBILITY OF A CONTAGION, THE CREW ASKED FOR THE CHILD TO BE EVALUATED BY THE ARPT MEDICAL OFFICE. THEY DETERMINED A 90% CHANCE OF SMALLPOX. FATHER AND CHILD WERE NOT ALLOWED TO REBOARD. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR CLARIFIED THAT THE PERSON CLAIMING MOSQUITO BITES ON THE CHILD WAS ACTUALLY THE GRANDMOTHER. WHEN RPTR CHALLENGED THE GRANDMOTHER, THAT THERE WERE TOO MANY BITES TO BE CONSIDERED MOSQUITO, SHE DISCONTINUED FURTHER CONVERSATION WITH THE RPTR. THE FAMILY VACATION BEGAN FROM THEIR HOME IN CHILI. THE DEST WAS MDPC, PUNTA CANA, DOMINICAN REPUBLIC, VIA MIAMI, FL. DURING THE DEBOARDING OF THE FATHER AND DAUGHTER, THE FATHER QUESTIONED THE RPTR SAYING THAT UPON ENTRY AT MIAMI ARPT, WHEN ENRTE TO MDCP, NO ONE HAD EXPRESSED ANY CONCERN FOR THE CHILD'S APPEARANCE THEN, SO WHY NOW? THE FAMILY WAS ON THE RETURN TRIP HOME TO CHILI. THE RPTR STATES THAT IT WAS THE MDPC ARPT MEDICAL EXAMINER'S DETERMINATION THAT THE CHILD HAD A 90% PROBABILITY OF SMALL POX, NOT CHICKEN POX AS ORIGINALLY SPECULATED. BECAUSE OF THE CONTAGION CAPABILITY EXISTING IN AN ENCLOSED ENVIRONMENT WITHIN THE ACFT THE CHILD AND FATHER WERE DETAINED AT MDPC. COMPANY WAS NOTIFIED ABOUT THE EVENT. UPON RETURN TO MIAMI, THE RPTR STATED THAT NONE OF THE CABIN OR FLT CREW, TO HIS KNOWLEDGE, WERE INTERVIEWED BY COMPANY PERSONNEL, NOR A SUGGESTION OF A CREW MEDICAL EXAMINATION. THE RPTR HAS NOT EXPERIENCED ANY SYMPTOMS WITH SMALL POX OR CHICKEN POX ASSOCIATED WITH THE INCIDENT. THE RPTR ADVISED THAT SINCE THE INCIDENT, HE ALSO HAS NOT CREWED WITH ANY OF THOSE INVOLVED AT MDPC.

Synopsis :

B757 FLT ATTENDANT TAKES ACTION TO HAVE CHILD REMOVED FROM BOARDING AT MDPC BECAUSE OF THE APPEARANCE OF COMMUNICABLE DISEASE, LATER EVALUATED AS SMALL POX BY MDPC ARPT MEDICAL OFFICE.

Time

Date : 200307
Day : Tue

Place

State Reference : FO

Aircraft / 1

Controlling Facilities.ARTCC : RJTG.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : B777 Undifferentiated or Other Model
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

ASRS Report : 589928

Person / 2

ASRS Report : 590638

Person / 9

Function.Controller : Radar

Person / 4

ASRS Report : 590452

Person / 6

Function.Flight Crew : First Officer

Person / 3

ASRS Report : 590639

Person / 7

Function.Oversight : PIC
Function.Flight Crew : Captain

Person / 5

Function.Flight Crew : Relief Pilot
ASRS Report : 589570

Events

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Other.Flight CrewA : 6
Resolatory Action.Flight Crew : Landed In Emergency Condition

Supplementary

Problem Areas : Aircraft
Problem Areas : Airport
Problem Areas : Cabin Crew Human Performance
Problem Areas : Company
Problem Areas : FAA
Problem Areas : Flight Crew Human Performance
Problem Areas : Passenger Human Performance

Narrative :

FO FOUND A SWITCHBLADE/LIGHTER IN COCKPIT TOP BUNK OF REST AREA. CAPT ORDERED COCKPIT LOCKDOWN 2 HRS UNTIL LNDG. THEN HE ORDERED CABIN LOCKDOWN. ALL CREW AND PAX WERE COOPERATIVE. IN NRT, MET BY LCL AUTHORITIES AND COMPANY PERSONNEL. TOOK PHOTOS OF KNIFE. SUPPLEMENTAL INFO FROM ACN 590638: A CIGARETTE LIGHTER WITH A LATCH AND WHEN PUSHED A KNIFE BLADE OF ABOUT TWO INCHES WAS EXPOSED. I DO HAVE TO COMMEND THE FLT ATTENDANTS. THEY ALL WENT INTO ACTION AND 'PATROLLED' THE CABIN ALLOWING ONLY ONE PERSON AT A TIME UP AND ESCORTED TO AND FROM THE LAVS AND NO OVERHEAD BIN ACCESS. WITH FEW EXCEPTIONS THE PAX FOLLOWED ORDERS, HOWEVER, IT WOULD HAVE MADE OUR JOBS A LOT EASIER AND MORE PROFESSIONAL IF A PA WAS MADE FROM THE COCKPIT, STATING THAT A THREAT HAD BEEN MADE AGAINST ONE OF OUR ACFT AND THE PROCS WILL BE FOLLOWED AS A PRECAUTION. UPON ARR IN NRT WE LANDED AND IMMEDIATELY REACHED A GATE, NO INFO WAS GIVEN TO THE FLT ATTENDANTS AT THAT TIME OR ANY TIME DURING THE 2 DAY LAYOVER. UPON OUR ARR, FLT SAFETY MET US TO EXPLAIN WHAT HAD HAPPENED. THIS IS WHAT WE WERE TOLD BY FLT SVC. THAT THE WEAPON WAS IN FACT A CIGAR LIGHTER WITH A BLADE TO CUT THE END OF CIGARS OFF, AND WAS LEFT BY AN OUTSOURCED CABIN CLEANER, BY MISTAKE, WHO ALSO HAS THE TASK OF SECURITY SWEEPING THE ACFT. WHAT WE FOUND SO AMAZING THAT THESE PERSONS DO NOT HAVE TO GO THROUGH SECURITY TO BOARD ONE OF OUR ACFT AND THE REASON GIVEN US BY MANAGEMENT IS BECAUSE THEY HAVE A CERTAIN ID. IF THIS IS TRUE SHAME ON US, WHAT A SECURITY BREACH. ALSO AS WE HAD REACHED THE HIGHEST LEVEL OF A THREAT, SHOULD WE HAVE NOT RECEIVED A CRITICAL INCIDENT DEBRIEF? SUPPLEMENTAL INFO FROM ACN 590639: MY BIGGEST COMPLAINT WAS WE WERE NEVER DEBRIEFED UNTIL WE GOT BACK TO JFK WHICH WAS BY 2 SUPVR'S. I ASKED WHY THIS WAS NEVER DETECTED BY TSA SECURITY AND THE REPLY BY SUPVR WAS THEY DO NOT HAVE TO GO THRU SECURITY THEY JUST HAVE TO SWIPE A CARD AND THEY'RE IN. UNLIKE WHAT FLCS HAVE TO DO EVERY DAY. WHAT MAKES THEM SO MUCH SAFER THAN US? IF THEY HAD TO GO THRU SECURITY CHK, THIS WOULD HAVE BE DETECTED. I'VE BEEN TOLD THAT CABIN SVC MECHANICS DO NOT HAVE TO EVER GO THRU SECURITY CHK. I FIND THIS ABSOLUTELY UNBELIEVABLE. THEY CAN BRING ANYTHING ON THE PLANE AND PLAN ANYTHING THEY WANT ON THE PLANE SO EASY. MEANWHILE THEY ARE JEOPARDIZING OUR (CREW AND PAX) SAFETY. LOOK WHAT EMOTIONAL UPSET WE WENT THRU JUST BECAUSE OF ONE EMPLOYEE'S STUPIDITY. IF WE HAVE TO GO THRU SECURITY WHY NOT THEM.

Synopsis :

A B777 PIC ORDERS A COCKPIT AND CABIN LOCKDOWN AFTER FINDING A SWITCHBLADE/LIGHTER COMBO IN THE COCKPIT TOP BUNK REST AREA WHEN 2 HRS OUT FROM RJAA. FO.