

ASRS Database Report Set

Passenger Electronic Devices

Report Set Description.....A sampling of reports referencing avionics problems that may result from the influence of passenger electronic devices.

Update Number.....9.0

Date of UpdateOctober 9, 2003

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

Number of New Records in Report Set22

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

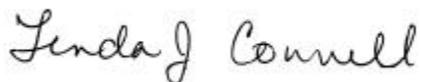
The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded of the following points, which must be considered when evaluating these data.

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: 486835

Time

Date : 200008

Day : Mon

Local Time Of Day : 1801 To 2400

Place

State Reference : FL

Aircraft / 1

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 : 486835

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

PAX YY HAD BEEN TOLD REPEATEDLY SINCE WE LEFT THE GATE TO TURN OFF HER CELL PHONE, END HER CALL. SHE IGNORED ALL REQUESTS. ON FINAL SAFETY CHKS THAT WERE BEING REPEATED BEFORE TKOF BECAUSE OF A 2 HR TSTM DELAY, SHE WAS ON HER CELL PHONE AGAIN. I TOLD HER TO TURN IT OFF FOR THE 5TH TIME, AND I MADE ANOTHER CEASE THE USE OF ELECTRONIC DEVICES PA. SHE IGNORED MY REQUEST PRETENDING NOT TO HEAR ME AND TUCKED THE PHONE BTWN HER SHOULDER AND EAR AND TURNED HER BACK TO ME FACING OUT THE WINDOW. NOT REALIZING THAT SHE WAS TRAVELING WITH ANYONE I LEANED ACROSS THE SEATS (SHE WAS SEATED AT THE WINDOW IN AN EXIT ROW) TO TAP HER ON THE SHOULDER SO I COULD GET HER ATTN AND LET HER KNOW THAT I WAS TALKING TO HER. AS I WENT TO TAP HER SHOULDER, THE MAN SITTING NEXT TO HER, MR XX, GRABBED MY ARM IN A FIRM GRIP AND JERKED ME AWAY FROM MS YY SHOUTING THAT I WAS NOT TO TOUCH HER. THEY WOULD SUE MY AIRLINES IF I TOUCHED HER. THEY WERE MAKING ARRANGEMENTS TO BE PICKED UP IN WASHINGTON AND TO LEAVE THEM ALONE. A SHOUTING MATCH ENSUED IN WHICH I FIRMLY TOLD MR XX TO LET GO OF MY ARM AND I TOLD MS YY TO PUT THE CELL PHONE AWAY NOW. SHE CONTINUED TO TALK. I WENT TO INFORM THE CAPT OF THE SIT. THE CAPT PULLED OUT OF THE TKOF LINE/SEQUENCE TO ASSESS THE SIT AND CONSIDER PAX REMOVAL BEFORE WE TOOK OFF. HE SENT ME BACK TO TELL THE COUPLE THAT IF THEY CONTINUED NOT TO COOPERATE/COMPLY WITH FLT ATTENDANT INSTRUCTIONS, WE WOULD RETURN TO THE GATE AND HAVE THEM REMOVED AND, FURTHERMORE, IF WE HAD ANY MORE TROUBLE OUT OF THEM, WE WOULD LAND IN RTE AND HAVE THEM REMOVED. THEY QUIETED DOWN. IN COORD WITH THE CAPT, WE MUTUALLY AGREED THAT THE SIT WAS UNDER CTL AND DECIDED NOT TO INCONVENIENCE THE REST OF THE PAX BY GOING BACK TO THE GATE TO HAVE THEM REMOVED. THE FLT CONTINUED WITHOUT INCIDENT. AS MS YY DEPLANED, SHE PLEASANTLY GAVE ME 'THE FINGER' AND SHOUTED '*&^% YOU' TO ME AS SHE WALKED UP THE JETBRIDGE. IN MY OPINION, CELL PHONES SHOULD NOT BE ALLOWED FOR USE ON BOARD THE ACFT AT ANY TIME.

Synopsis :

CABIN ATTENDANT RPT, S80, MIA-DCA. WOMAN REFUSED TO QUIT USING CELL PHONE ON TAXI. CAPT PULLED OUT OF TKOF SEQUENCE TO THREATEN TO REMOVE HER AND COMPANION.

Time

Date : 200009

Day : Fri

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : JFK.Airport

State Reference : NY

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B767 Undifferentiated or Other Model

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 486935

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 5

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

THE PURSER RPTED A PAX REFUSED TO CEASE USING AND NOT TURNING OFF CELLULAR PHONE DURING TAXI OUT. THE PAX COMPLIED ON THE 4TH ADMONISHMENT FROM A FLT ATTENDANT. A DISTURBANCE RPT WAS COMPLETED.

Synopsis :

PLT RPT, B767 JFK-SFO. PAX REFUSED TO TURN OFF CELL PHONE ON TAXI OUT. PAX FINALLY COMPLIED AFTER RECEIVING WRITTEN WARNING.

Time

Date : 200009

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : NY

Aircraft / 1

Controlling Facilities.Tower : JFK.Tower

Operator.Common Carrier : Air Carrier

Make Model : B767-200

Mission : Passenger

Person / 1

ASRS Report : 487546

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

WE HAD A NAV PROB AND THE PLTS WERE TESTING THE SYS. FLT ATTENDANT #1 AND THE CAPT MADE PA'S TO TURN OFF ALL CELL PHONES AND THIS PAX DISREGARDED THIS AND MADE A CALL. THE PAX BEHIND HIM RANG HIS CALL BUTTON AND POINTED IT OUT TO ME. HE HUNG UP WHEN HE SAW ME. SINCE THE CELL PHONE COULD HAVE MESSED UP THE NAV TESTING, IT WAS A POTENTIAL DANGEROUS SIT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT THEY WERE JUST STARTING TO TAXI AWAY FROM THE GATE WHEN THE PLTS STARTED HAVING NAV PROBS, SO THEY PULLED OFF THE TXWY TO REVIEW THE SYS AND CHKLIST. THE CAPT AND THE PURSER REQUESTED 3 DIFFERENT TIMES FOR PAX TO TURN OFF THEIR CELL PHONES. WHEN NOTIFIED OF THE MAN'S CONTINUING USE OF HIS CELL PHONE, THE PURSER TALKED TO HIM AND EVENTUALLY SCARED HIM. AT FIRST HE WAS SNOTTY TO HER AND THEN HE REALIZED THE SERIOUSNESS OF THE PROB, SO HE BECAME EMBARRASSED AND COMPLIANT. THE PROB WITH THE NAV DID CLR UP, BUT THE RPTR IS NOT CERTAIN WHETHER THE MAN'S CELL PHONE HAD ANYTHING TO DO WITH IT.

Synopsis :

CABIN ATTENDANT RPT, B767-200, JFK-SFO, NAV PROB, PULLED OFF TXWY. PAX ASKED TO TURN OFF CELL PHONES, MAN WOULDN'T COMPLY. PURSER WARNED HIM.

Time

Date : 200009

Day : Thu

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : LGA.Airport

State Reference : NY

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZNY.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B737-300

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

Experience.Flight Time.Total : 14000

Experience.Flight Time.Last 90 Days : 200

ASRS Report : 488597

Person / 2

Function.Flight Crew : First Officer

Person / 4

Function.Controller : Radar

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Supplementary

Problem Areas : Aircraft

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

DEPARTED LGA ON VECTORS N THEN W. COMS ON THE FIRST ZNY FREQ W OF LGA THERE WAS A LOUD BUZZ. COM WAS POSSIBLE BUT DIFFICULT. AS THERE HAD BEEN ABOUT A 1 HR TAXI OUT OF LGA I ASKED THE FLT ATTENDANT TO CHK FOR CELL PHONES OR OTHER DEVICES. THEY FOUND 5 CELL PHONES ON. THE PHONES WERE TURNED 'OFF' AND THE NOISE DISAPPEARED.

Synopsis :

PAX ELECTRONIC DEVICES SUSPECTED OF CAUSING COM RADIO PROBS ON A B737-300.

Time

Date : 200011
Day : Wed
Local Time Of Day : 0601 To 1200

Place

State Reference : FL

Environment

Ceiling : CLR

Aircraft / 1

Controlling Facilities.Tower : MIA.Tower
Operator.Common Carrier : Air Carrier
Make Model : MD-80 Super 80
Mission : Passenger

Person / 1

ASRS Report : 492968

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 4

Function.Oversight : Supervisor

Person / 3

Function.Oversight : PIC
Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure

Supplementary

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

Narrative :

FOLLOWING ALL REQUIRED PRE-DEP, DEP AND SAFETY DEMONSTRATION ANNOUNCEMENTS AND DEMONSTRATIONS, DURING THE ROUTINE SAFETY COMPLIANCE CHK, THE FLT ATTENDANT #1 NOTICED A PAX STILL ON HIS CELL PHONE AND CORDIALLY REQUESTED THAT HE TURN IT OFF. HE REPLIED, 'NO, WE ARE NOT TAKING OFF YET, AND DON'T TELL ME WHAT TO DO.' FLT ATTENDANT #1 THEN SAID 'A TOTAL OF 3 ANNOUNCEMENTS HAVE NOW BEEN MADE TO LET EVERYONE KNOW THAT CELL PHONES HAVE TO BE TURNED OFF NOW, AND AS A CREW MEMBER, I AM REQUIRED TO MAKE SURE EVERYONE COMPLIES WITH THE INSTRUCTIONS GIVEN.' THE PAX THEN STATED FLT ATTENDANT #1 WAS NOT GOING TO TELL HIM WHAT TO DO AND IF SHE (FLT ATTENDANT #1) TRIED TO ORDER HIM TO DO ANYTHING, HE WOULD PULL ALL HER HAIR OUT. FLT ATTENDANT #1 LEFT AND WENT TO THE CAPT TO RELAY SIT. FLT ATTENDANT #1 WAS VERY BOTHERED AND SHAKING. THE CAPT ASKED HER TO WAIT/THINK FOR 10 MINS, WHETHER SHE (FLT ATTENDANT #1) REALLY WANTED TO HAVE PAX REMOVED OR NOT. FLT ATTENDANT #1 SAID SHE DID NOT NEED TO WAIT 10 MINS, SHE DEFINITELY WANTED HIM (PAX) OR HERSELF REMOVED. THE CAPT SAID HE WOULD RETURN TO THE GATE TO REMOVE HIM FOR HARASSMENT OF CREW MEMBERS. THE CAPT RETURNED, THE PAX WAS REMOVED, THE PAX'S WIFE YELLED AT FLT ATTENDANT #1 AT FORWARD ENTRY DOOR AND WANTED HER NAME, THEN THE PAX'S WIFE GOT OFF THE PLANE AS WELL. UNDERLYING FACTORS: GND STOP ATC HOLD AT GATE FORCED US TO HAVE A DELAYED DEP. THIS PAX AND MANY OTHERS THINK THEY CAN COMPLY WITH SAFETY REGS ON THEIR OWN DISCRETION/TIMEFRAME. THIS CAN BE CHANGED ONLY THROUGH PUBLICIZED PERSONAL PENALTIES. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR STATED THAT SHE WAS THE #2 FLT ATTENDANT AND OVERHEARD THE CONFRONTATIONAL WORDS BTWN THE PURSER AND THE PAX. THEY DID NOT KNOW THAT THE MAN WAS TRAVELING WITH HIS WIFE, BECAUSE THEY WEREN'T SITTING NEXT TO EACH OTHER. THE COUPLE DIDN'T KNOW THAT THEY WERE RETURNING TO THE GATE, UNTIL THE PLANE STOPPED AND THE AGENT WALKED ON AND MADE THEM GET OFF. THE RPTR WAS VERY UPSET WITH THE CAPT AFTER HE HAD TOLD THE PURSER TO WAIT AND CALM DOWN (SHE WAS CRYING AND SHAKING) FOR 10 MINS WHILE THEY WERE STILL TAXIING, BECAUSE THEY COULD HAVE RECEIVED TKOF CLRNC AT ANY TIME AND THEY COULD TAKE OFF WITH THIS PROB MAN STILL ONBOARD. SHE ALSO FELT THAT THE CAPT WASN'T SHOWING A LOT OF RESPECT FOR THE FLT ATTENDANT AND FLT ATTENDANTS IN GENERAL. SHE WANTED TO RPT HIM TO THE UNION'S PROFESSIONAL STANDARDS COMMITTEE, BUT THE PURSER TALKED HER OUT OF IT.

Synopsis :

ON TAXI, MAN REFUSED TO TURN OFF CELL PHONE, PHYSICALLY THREATENED PURSER. PURSER HAD CAPT RETURN TO GATE AND REMOVE PAX.

Time

Date : 200011
Day : Sun
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : JFK.Airport
State Reference : NY

Environment

Flight Conditions : IMC

Aircraft / 1

Controlling Facilities.TRACON : N90.TRACON
Operator.Common Carrier : Air Carrier
Make Model : A300
Mission : Passenger
Flight Phase.Descent : Intermediate Altitude
Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
ASRS Report : 493523

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Controller : Approach

Events

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Diverted To Alternate
Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft
Problem Areas : Cabin Crew Human Performance
Problem Areas : Flight Crew Human Performance
Problem Areas : Navigational Facility
Problem Areas : Passenger Human Performance
Problem Areas : Weather

Narrative :

DURING APCH TO JFK ILS RWY 13L, WE WERE UNABLE TO TUNE EITHER OF OUR ILS RECEIVERS. ONLY MUSIC WAS HEARD ON THE SELECTED FREQ. 2 ATTEMPTS WERE MADE FOR THE APCH AND WE WERE UNABLE TO CONTINUE. NO OTHER ACFT HAD THE SAME PROB. DIVERSION TO ALTERNATE WAS MADE AND MAINT WAS ACCOMPLISHED. A BYTE CHK FOUND ALL SYS NORMAL. SUSPECT ONBOARD RF RADIO INTERFERENCE WITH ACFT, ALTHOUGH FLT ATTENDANTS DID NOT RPT ANY PAX USING UNAPPROVED DEVICES BECAUSE THEY WERE SEATED DURING APCH DUE TO MODERATE TURB.

Synopsis :

AN A300 FLC DIVERTS TO THEIR ALTERNATE AFTER NOT BEING ABLE TO TUNE IN THE ILS FOR AN APCH TO JFK. PIC SUSPECTED PED OP AS CAUSAL WHILE APCH TO JFK, NY.

ACN: 493817

Time

Date : 200011

Day : Tue

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B727-200

Mission : Passenger

Person / 1

ASRS Report : 493817

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

A FATHER REFUSED TO TURN OFF AN ELECTRONIC DEVICE PRIOR TO TKOF, SO AN ANNOUNCEMENT WAS MADE INFORMING THE PAX THAT WE WERE WAITING FOR SOMEONE TO TURN OFF THEIR ELECTRONIC DEVICE BEFORE WE COULD TAKE OFF. THIS EMBARRASSED HIS SON AND SENT HIM INTO AN UPROAR. HE USED PROFANITY AND THREATENING LANGUAGE TOWARDS ME, FORCING THE CAPT TO REMOVE HIM FROM THE ACFT. ALL OF THE OTHER PAX WERE EXTREMELY COOPERATIVE AND GRATEFUL. MANY HAD COME IN OFF A CRUISE WITH THIS KID AND HAD WITNESSED HIS BAD BEHAVIOR PRIOR TO THIS EVENT. I BELIEVE THIS SIT WAS HANDLED PROPERLY AND ALL THAT WERE INVOLVED DID AN EXCELLENT JOB.

Synopsis :

CABIN ATTENDANT RPT, B727-200, MIA-EWR. BOARDING, PAX REFUSED TO TURN OFF ELECTRONIC DEVICE. PAX'S SON VERBALLY ABUSED AND THREATENED CABIN ATTENDANT. CAPT HAD SON REMOVED.

Time

Date : 200012
Day : Thu
Local Time Of Day : 1201 To 1800

Place

State Reference : GA
Altitude.MSL.Single Value : 35000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZTL.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : B737 Undifferentiated or Other Model
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 13000
Experience.Flight Time.Last 90 Days : 250
Experience.Flight Time.Type : 8500
ASRS Report : 495128

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ACARS
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative :

OUR DISPATCH USES A SELECTIVE CALLING SYS. THE SYS USES 2 DISTINCTIVE RINGING METHODS -- ONE FOR SPECIFIC ACFT, THE OTHER FOR ALL ACFT ON FREQ. OUR CALL BEGAN AS A SERIES OF IRREGULAR FREQS AND LENGTH 'CHIRPS.' WE TRIED TO RECEIVE COMPANY DISPATCH ON THE 2 CLOSEST FREQS TO OUR PATHWAY -- NO LUCK. FINALLY ACHIEVED PATCH THROUGH JACKSONVILLE COUNTY STATION. DISPATCH WAS NOT TRYING TO CALL US. I ASKED 'A' FLT ATTENDANT TO RPT ALL PED'S IN USE IN CABIN. HE RPTED NO COMPUTERS OR OTHER ENTERTAINMENT AIDS IN USE, BUT THAT WHEN HE QUESTIONED A MAN WHO WAS STOWING HIS CELL PHONE (IT WAS OFF) A PAX IN THE NEXT ROW ADMITTED THAT HIS WAS ON AND HE HAD JUST RECEIVED A VOICE MAIL. HE THEN TURNED IT OFF. WE HAD NO FURTHER ANOMALIES. SUSPECT ELECTRONIC INTERFERENCE FROM CELL PHONE.

Synopsis :

PED RPTED TO CAUSE PROBS WITH COM RADIO ACARS SYS.

ACN: 497101

Time

Date : 200012

Day : Thu

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : LGA.Airport

State Reference : NY

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 497101

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

PAX X WAS USING HIS CELL PHONE AT DEP TIME AFTER REPEATED PA'S BY THE #1 FLT ATTENDANT AND THE CAPT. HE WAS SEATED IN XC. A PAX IN YD REACHED ACROSS THE AISLE AND TAPPED MR X AND TOLD HIM TO TURN OFF HIS PHONE, THEN TURNED TO THE FLT ATTENDANTS IN THE AFT GALLEY AREA AND TOLD US THAT X WAS ON HIS PHONE. MR X THEN TURNED AND SWATTED YD WITH HIS NEWSPAPER AND YELLED THAT NO ONE SHOULD BE TOUCHING HIM. HE KEPT SWATTING YD UNTIL I STEPPED IN, STOPPED HIM AND ASKED HIM TO CALM DOWN AND EXPLAIN TO ME WHAT HAD HAPPENED. MR X CLAIMED THAT YD PUSHED HIM. HE THEN BEGAN SWATTING HIS NEWSPAPER AT ME AND SCREAMING AT ME THAT NO ONE SHOULD BE TOUCHING HIM. I TOLD HIM THAT HIS BEHAVIOR WAS INAPPROPRIATE AND THAT HE COULDN'T HIT AND YELL AT PEOPLE. THE COCKPIT WAS INFORMED OF THE SIT AND AGREED AFTER SPEAKING WITH MR X THAT HE SHOULD NOT BE PERMITTED TO STAY ON THE ACFT. WE DIDN'T WANT AN UNSTABLE, TYRANNICAL PAX, IF IT WAS AT ALL PREVENTABLE.

Synopsis :

CABIN ATTENDANT RPT, B757, LGA-MIA. BOARDING, PAX WOULD NOT TURN OFF CELL PHONE, SWATTED ANOTHER PAX AND CABIN ATTENDANT WITH NEWSPAPER. CAPT INTERVENTION. PAX REMOVED.

Time

Date : 200102

Day : Fri

Local Time Of Day : 0601 To 1200

Place

State Reference : US

Aircraft / 1

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : Fokker 100

Mission : Passenger

Flight Phase.Descent : Approach

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 501860

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Aircraft

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

DURING CABIN DSCNT CHK, FLT ATTENDANT DISCOVERED PAX WITH A CELLULAR PHONE ATTACHED BY CABLE TO LAPTOP COMPUTER. PHONE WAS A COMBO PHONE AND DIGITAL MUSIC PLAYER WHICH PAX HAD CONNECTED TO COMPUTER TO USE ITS SPEAKERS. APPARENTLY, THIS IS A NEW TYPE OF DEVICE WHICH IS NOT SPECIFICALLY ADDRESSED IN OUR PART 1 AS TO LEGALITY OF INFLT USE. MIGHT BE A GOOD IDEA FOR OUR TECH FOLKS TO LOOK THESE OVER AND MAKE A RULING ON USE AND LET US KNOW WITH A MESSAGE, AS THERE WILL PROBABLY START SHOWING UP FREQUENTLY.

Synopsis :

F100 PIC ALERTS COMPANY TO NEW PED -- A COMBO PHONE WHICH CAN BE ATTACHED TO LAPTOP COMPUTER TO UTILIZE THE LAPTOP SPEAKERS SYS.

Time

Date : 200102
Day : Sat
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SJC.Airport
State Reference : CA
Altitude.MSL.Single Value : 10000

Environment

Flight Conditions : IMC
Ceiling.Single Value : 3000

Aircraft / 1

Controlling Facilities.TRACON : O90.TRACON
Operator.Common Carrier : Air Carrier
Make Model : B757-200
Mission : Passenger

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 11000
Experience.Flight Time.Last 90 Days : 220
Experience.Flight Time.Type : 4000
ASRS Report : 503260

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Controller : Departure

Events

Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : FAR
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : AIRSPEED INDICATOR
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Anomaly Accepted
Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Flight Crew Human Performance

Narrative :

CLRNC RECEIVED FROM SAN JOSE CLRNC INCLUDED 'MAINTAIN 250 KTS TILL ADVISED.' SHORTLY AFTER RECEIVING CLRNC, I BECAME PREOCCUPIED WITH SOLVING A PROB WITH MY OXYGEN MASK MIKE AND FORGOT TO ENTER THE RESTR (SPD) IN THE FMS. I BRIEFED THE SPD RESTR ON THE BEFORE TKOF BRIEFING, BUT DURING THE CLB WE WERE BOTH EXTREMELY BUSY AND THE WORKLOAD WAS HIGH DUE TO TURB, ICING CONDITIONS AND MODERATE RAIN. PASSING THROUGH 10000 FT, I CYCLED THE NO SMOKING SIGN TO SIGNAL THE FLT ATTENDANTS THAT PED USAGE WAS OK (THE AUTOPLT WAS ENGAGED AT THIS TIME), AND DID NOT NOTICE THE SPD BUG INCREASE TO APPROX 315 KTS. AS THE ACFT SPD WAS PASSING THROUGH 300 KTS, WE WERE ISSUED 'NORMAL SPD' CLRNC FROM ATC. WE DID NOT APPEAR TO CAUSE ANY CONFLICTS AND NO COMMENTS WERE PASSED BY ATC. LESSON LEARNED: WHEN ISSUED A SPD RESTR BY ATC, ENTER IT IN THE FMS PRIOR TO ACCOMPLISHING ANY OTHER TASK.

Synopsis :

MLG FLC EXCEEDED AIRSPD RESTR DURING DEP CLB. SPD RESTR WAS REMOVED UPON THE CAPT'S DISCOVERING THE MISTAKE.

Time

Date : 200103
Day : Sun
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : GRR.Airport
State Reference : MI
Altitude.MSL.Single Value : 31000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.ARTCC : ZAU.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : DC-9 50
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 18000
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Type : 9000
ASRS Report : 504194

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Radar

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Anomaly.Non Adherence : Clearance
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Autoplt reaction
Resolutory Action.Flight Crew : Returned To Intended or Assigned Course

Supplementary

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative :

WHILE AT CRUISE AT FL310, THE AUTOPLT MADE AN UNCOMMANDED TURN OF 15 DEGS AT 1/2 STANDARD RATE, AUTOPLT IN TURN RATE MODE. HDG SELECT SWITCH OFF, VOR/LOC TRACK NOT ENGAGED WITH BOTH RMI'S AGREEING BEFORE AND AFTER THE TURN. THE AUTOPLT CONTINUED TO FUNCTION NORMALLY FOR THE REST OF THE FLT. I ASKED THE LEAD FLT ATTENDANT AT THE TIME TO DO A PED WALK. SHE RETURNED TO SAY THAT SEVERAL USUAL TYPE OF PED'S WERE IN USE. I MADE A PA ASKING THAT PED'S BE DEPWRED AND WE COMPLETED THE FLT UNEVENTFULLY. I SUBSEQUENTLY LEARNED FROM THE LEAD FLT ATTENDANT THAT HER HUSBAND (WHO WAS A PAX ON THIS FLT) RPTED TO HER THAT HE HEARD A CELL PHONE RINGING IN AN OVERHEAD BIN AT ABOUT THIS TIME. SINCE I ONLY LEARNED ABOUT THIS LATER, IT WAS NOT INCLUDED IN MY LOGBOOK WRITE-UP ON THE AUTOPLT.

Synopsis :

DC9-50 FLC EXPERIENCED AN INVOLUNTARY TURN BY THE AUTOPLT DURING CRUISE. AUTOPLT REACTED NORMALLY AFTER THE CAPT ASKED PAX TO TURN OFF ANY PED'S. HOWEVER, LATER LEARNED THAT A CELL PHONE IN OVERHEAD BIN WAS HEARD DURING THE TIME OF THE AUTOPLT PROB.

Time

Date : 200103
Day : Wed
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ATL.Airport
State Reference : GA
Altitude.MSL.Single Value : 2800

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : ATL.TRACON
Operator.Common Carrier : Air Carrier
Make Model : B767-300
Mission : Passenger
Flight Phase.Descent : Approach
Route In Use.Approach : Visual

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 20500
Experience.Flight Time.Last 90 Days : 400
Experience.Flight Time.Type : 8000
ASRS Report : 504303

Person / 2

Function.Flight Crew : First Officer

Person / 4

Function.Oversight : Flight Attendant In Charge

Person / 5

Function.Controller : Approach

Events

Independent Detector.Other.Flight CrewA : 1
Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Aircraft
Problem Areas : Passenger Human Performance

Narrative :

WE WERE CLRED TO DSND TO 2800 FT AND FOR AN ILS APCH WHILE APPROX 8 MI FROM THE LOM. GS XING ALT IS 2795 FT. THE ILS IDENT HAD BEEN VERIFIED ON THE APCH CHKLIST. AFTER RPTING THE ARPT IN SIGHT, WE WERE RECLRED FOR A VISUAL APCH. AS WE INTERCEPTED THE LOC AT 2800 FT APPROX 4 MI FROM THE LOM, WE NOTICED BOTH HSI'S AND THE STANDBY ILS INDICATING 'FLY DOWN' AND THE ACFT BEGAN TO DSND. THE FO (PF) IMMEDIATELY DISCONNECTED THE AUTOPLT AND LEVELED THE ACFT. AS WE DOUBLECHKED ILS TUNING AND RAW DATA THE GS MOVED FROM 'FLY DOWN' TO 'FLY UP.' I CALLED THE PURSER AND INSTRUCTED HIM/HER TO WALK THROUGH QUICKLY AND LOOK FOR PAX USING PED'S. AFTER GS CAPTURE, ALL OPS WERE NORMAL. AFTER ARR AT THE GATE, THE PURSER TOLD ME THAT 2 PAX WERE FOUND WITH CELL PHONES ON. PURSER FAILED TO NOTE THE SEAT NUMBERS AND THE PAX DEPLANED WITHOUT BEING IDENTED.

Synopsis :

B767-300 CREW HAD FAULTY GS INDICATIONS AT ATL RWY 27L.

ACN: 511889

Time

Date : 200105

Day : Wed

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Person / 1

ASRS Report : 511889

Person / 2

Function.Oversight : Flight Attendant In Charge

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

PAX WAS USING PROFANITY AND YELLING INTO HIS CELL PHONE. I ASKED HIM TO QUIET DOWN HIS CONVERSATION. APPROX 5 MINS LATER THE PA TO TURN OFF ELECTRONIC DEVICES WAS MADE. I WAS DOING MY CABIN CHKS AND HAD TO ASK PAX TO END HIS PHONE CONVERSATION. HE IGNORED ME, AND AT THAT POINT I STOOD NEXT TO HIS SEAT AND ASKED HIM AGAIN. I WAITED AS HE CONTINUED TO IGNORE ME, THEN LOUDER I TOLD HIM TO END HIS CONVERSATION IMMEDIATELY -- WHICH HE DID, TURNING OFF HIS 'FIRST' PHONE. PASSING THROUGH THE CABIN AGAIN, WITH THE PURSER BEHIND ME, I NOTICED HE WAS ON A 'SECOND' PHONE AND ASKED THE PURSER TO ADDRESS HIM. IT WAS AT THAT POINT WHERE PAX BECAME BELLIGERENT AND VERBALLY AGGRESSIVE. THAT WAS WHEN IT WAS DECIDED HE BEST STAY IN MIA.

Synopsis :

B767 PAX REFUSED TO COOPERATE WITH CABIN ATTENDANTS IN DISCONTINUING USE OF HIS CELL PHONES AND WHEN INSTRUCTED TO STOP USED PROFANITY AND ABUSIVE LANGUAGE RESULTING IN THE PAX REMOVAL FROM THE FLT.

Time

Date : 200107
Day : Mon
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : RDU.Airport
State Reference : NC

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : RDU.TRACON
Operator.Common Carrier : Air Carrier
Make Model : B737 Undifferentiated or Other Model
Mission : Passenger

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 9000
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Type : 600
ASRS Report : 519640

Person / 2

Function.Flight Crew : First Officer

Events

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

Supplementary

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

Narrative :

WHILE BOARDING PAX ON FLT XXX RDU-PHL, A FLT ATTENDANT SAID A PAX WAS REQUESTING TO TAKE PICTURES OF THE ACFT WING WITH HIS DIGITAL CAMERA DURING TKOF AND LNDG. I GAVE THE FLT ATTENDANT MY BUSINESS CARD TO GIVE TO THE PAX AND TOLD HER TO TELL THE PAX IT WAS OK TO TAKE PICTURES. I ALSO TOLD HER TO TELL THE PAX TO SEND ME SOME COPIES IF HE GOT A CHANCE. WELL, TODAY HE SENT ME THE PICTURES VIA E-MAIL OF WHICH HE HAD POSTED ON A WEB SITE. HE HAD A DISCLAIMER ON THE WEB SITE THAT EVEN THOUGH IT WAS ILLEGAL TO USE A DIGITAL CAMERA DURING TKOF AND LNDG THAT HE HAD RECEIVED SPECIAL DISPENSATION FROM AN ACR X CAPT TO USE HIS DIGITAL CAMERA. THIS PAX CLAIMS THAT A DIGITAL CAMERA IS IN THE SAME CATEGORY AS A CELL PHONE AND LAPTOP COMPUTER. IF THIS PAX IS CORRECT AND I WOULD HAVE KNOWN THIS, I WOULD HAVE NEVER ALLOWED HIM TO USE THE DIGITAL CAMERA. I CALLED THE UNION SAFETY AND ENGINEERING DEPT AND TOLD THEM WHAT HAD HAPPENED. THEY SAID THIS WAS A GRAY AREA AND RECOMMENDED THAT I FILE A NASA RPT.

Synopsis :

A B737 PIC AUTHORIZES A PAX TO TAKE A DIGITAL PHOTO OF THE ACFT DURING TKOF AND LNDG ON A FLT FROM RDU TO PHL, PA.

Time

Date : 200109
Day : Sun
Local Time Of Day : 0601 To 1200

Place

Locale Reference.Intersection : KENIL
State Reference : IL
Altitude.MSL.Single Value : 2500

Environment

Flight Conditions : IMC

Aircraft / 1

Controlling Facilities.TRACON : C90.TRACON
Operator.Common Carrier : Air Carrier
Make Model : Regional Jet CL65, Bombardier (Canadair)
Mission : Passenger
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 6000
Experience.Flight Time.Last 90 Days : 131
Experience.Flight Time.Type : 3500
ASRS Report : 524699

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Approach

Events

Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Anomaly.Non Adherence : Published Procedure
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Executed Go Around
Resolatory Action.Flight Crew : Took Precautionary Avoidance Action
Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft
Problem Areas : FAA
Problem Areas : Passenger Human Performance

Narrative :

WE WERE IN THE CLOUDS AND ON A VECTOR FROM CHICAGO APCH CTLR TO JOIN THE LOCALIZER FOR RWY 22L AT ORD. BOTH NAV RADIOS HAD BEEN TUNED TO 110.1 AND THE IDENTIFIER (ILQQ) HAD BEEN RECEIVED. AS WE WERE FLYING TOWARD THE COURSE, BOTH THE CAPT'S AND FO'S CDI'S BEGAN TO WAVER BETWEEN FULL SCALE AND 'FLY RIGHT' AND FULL SCALE 'FLY LEFT' INDICATIONS. OUR DISPLAYS ALSO SHOWED INTERMITTENT LOC AND GS RED FLAGS. WE WANTED TO QUERY ATC ABOUT THE INTEGRITY OF THE 22L LOC, BUT THE CTLR WAS TALKING NON-STOP AND WE COULD NOT GET HIS ATTENTION. I WAS CONSIDERING EXECUTING A MISSED APCH WHEN THE CTLR CALLED AND ASKED US IF WE WERE RECEIVING THE LOCALIZER. WE ANSWERED THAT OUR CDI'S WERE WAVERING. THE CTLR BROKE US OFF THE APCH AND GAVE US VECTORS AROUND FOR A SECOND APCH. THE SECOND APCH TO RWY 22L WAS UNEVENTFUL AND ALL INDICATIONS WERE NORMAL. AFTER DEPLANING THE PAX AT THE GATE, WE DISCUSSED WHAT HAD HAPPENED WITH THE FLT ATTENDANT. THE FLT ATTENDANT STATED THAT, DURING HER FINAL WALK THROUGH THE CABIN BEFORE LANDING, SHE HAD TO ASK A PAX TO TURN OFF A CELL PHONE THAT HE WAS USING. BY MY ESTIMATION, THE TIME THAT THE FLT ATTENDANT SAID SHE SAW THE PAX USING HIS CELL PHONE CORRELATES APPROX TO THE TIME WE WERE RECEIVING THE FAULTY LOCALIZER COURSE INDICATIONS DURING THE FIRST APCH.

Synopsis :

CL65 CREW HAD ERRATIC LOC AND GS CAUSED BY PAX CELL PHONE USE.

Time

Date : 200109

Day : Wed

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : SJC.Airport

State Reference : CA

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 525192

Person / 5

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : FAA

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

FOUR PAX BOARDED WITH SKATEBOARDS AND ASKED FLT ATTENDANT AND PLTS AT ENTRY IF THEY NEEDED ANY HELP. 'NO,' FA SAID THEY STATED 'IF YOU NEEDED HELP WE HAVE OUR WEAPONS.' ALL FOUR HAD SKATEBOARDS. #2 FA AND #4 WERE CLOSING BINS IN MAIN CABIN SHORTLY BEFORE DEP, WHEN ONE OF THE FOUR MALES ASKED IF HE COULD USE RESTROOM AND COULD HAVE THE MEAL OUT IN BACK OF PLANE. I TOLD THEM THEY COULD USE RESTROOM, BUT MUST TAKE ASSIGNED BOARDING PASS SEATS. ONE ASKED IF I WOULD BE CHKING SEAT ASSIGNMENTS. I TOLD HIM 'YES,' BECAUSE I DID NOT LIKE THEIR BEHAVIOR AND WANTED TO BE SURE WE KNOW WHO WAS ON BOARD (PER DISCUSSION WITH CAPT PRIOR TO BOARDING.) I LATER REALIZED THEY WERE NOT IN ASSIGNED SEATS. THEN ONE OF THE PAX REFUSED TO SHUT OFF HIS CELL PHONE WHEN #2 TOLD HIM AFTER ANNOUNCEMENT WAS MADE. THEY ALSO ASKED FOR VODKA ON GND IN MAIN CABIN. #2 TOLD THEM WE DON'T SERVE LIQUOR IN MAIN CABIN ON GND. THEY DID NOT APPEAR TO BE 21. FA #2 RPTED TO CAPT, SHE WANTED THE 4 PAX OFF OF PLANE AND TOLD HIM OF CELL PHONE PROB. CAPT CAME TO MAIN CABIN AND TOOK THE CELL PHONE AND HAD SECURITY REMOVE ALL 4. WE FOUND A PORNO MAGAZINE IN A BAG, SUN GLASSES AND ALL 4 BOARDING PASSES AND 4 TICKETS TO DFW TO ORLANDO IN THEIR SEATS. ONE OF THE 4 ARGUED WITH SECURITY ON PLANE TOOK A SWING AT OFFICER ON JET BRIDGE. FO TOLD US AFTER WE WERE AIRBORNE THAT ONE WAS ARRESTED AND THANKED US FOR BEING ALERT. I TOLD FO THE PAX WERE 'OUT OF CONTROL'.

Synopsis :

A CABIN ATTENDANT RPT ON 4 PAX WITH SKATE BOARDS AND ONE CELL PHONE WHO HAD TO BE REMOVED FROM THE MD80 PRIOR TO FLT AT SJC, CA.

Time

Date : 200111

Day : Mon

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 35000

Environment

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZLA.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B757-200

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 530849

Person / 4

Function.Flight Crew : First Officer

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Airport

Problem Areas : Chart Or Publication

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

I NOTICED PAX WAS USING 2 CELL PHONES AT SAME TIME. I SAID 'SIR, YOU NEED TO TURN THOSE CELL PHONES OFF.' HE LOOKED AT ME AND CONTINUED TO KEEP PUNCHING THE BUTTONS ON BOTH CELL PHONES. I ASKED HIM AGAIN STERNLY TO TURN THEM OFF. AGAIN, HE IGNORED ME. I LEANED OVER THE OTHER 2 PAX SO I COULD AGAIN ASK HIM TO TURN PHONES OFF, SO I WOULDN'T BE OVERHEARD BY MORE PAX. HE SAID 'CAN'T YOU BE NICE TO ME.' NOW 3 WOMEN AND 2 YOUNG GIRLS STARTED TO CRY THAT WERE SEATED IN ROW XYZ. I TOLD THE WOMEN NOT TO BE UPSET. I THEN TOLD THE PAX THAT I WOULD INFORM CAPT ABOUT SIT. HE DID NOT CARE. HE SHOWED NO EMOTION AND SAID AGAIN 'CAN'T YOU TALK NICE TO ME?' WITH NO REPLY I WENT TO CALL CAPT. CAPT TOLD ME TO INFORM PAX WE WOULD LAND IN ZZZ, US. I WENT BACK TO THE PAX AND TOLD HIM. HE WAS UNAFFECTED . STILL KEEP PHONES ON. HE AGAIN SAID 'CAN'T YOU BE NICE TO ME.' I SAID 'DO YOU WANT TO INCONVENIENCE ALL THE PAX BY DIVERTING TO ZZZ ARPT?' HE REPLIED, 'CAN'T YOU TALK NICE TO ME?' NO PAX SAID ANYTHING TO HELP ME, EXCEPT FOR AN ELDERLY WOMAN WHO TOLD PAX TO 'STOP BEING IMMATURE AND TURN THE PHONES OFF.' HE TOLD HIM OK, I WILL NOTIFY CAPT. I TURNED TO WALK AWAY WHEN HE TURNED PHONES OFF. I TOLD CAPT HE FINALLY TURNED PHONES OFF. CAPT TOLD ME TO RETRIEVE PHONES FROM PAX. (HOW DO YOU KNOW THEY WEREN'T REMOTE CONTROLS TO SOMETHING.) FEELING LIKE A PUPPET, I INFORMED PAX THAT CAPT WANTED HIS PHONES. IT TOOK ME ANOTHER 5 MINS TO RETRIEVE PHONES. I FINALLY GOT PHONES AND GAVE THEM TO CAPT. I TOLD CAPT THAT THIS PAX NEEDED TO BE MET BY POLICE AND ARRESTED. IT TOOK 15 MINS OF MY TIME AWAY FROM SERVING THE PAX. HE ALSO UPSET MANY OF OUR PAX THAT WERE ALREADY VERY FRIGHTENED. THE PAX DID HAVE A FOREIGN ACCENT WHICH I AND EVERYONE ELSE DETECTED 5 MINS INTO THE CONFRONTATION. PAX WAS MET BY POLICE AND GND PERSONNEL AND DETAINED, BUT NOT ARRESTED! WE THE CREW WERE APPALLED. #1, HE INTERFERED WITH FA DUTIES AND INSTRUCTIONS. #2, HE WAS CALM AND COULD CARE LESS THAT WE WERE GOING TO DIVERT TO ZZZ ARPT. THIS PAX HAS A 'BIG' PROB. I HOPE AT LEAST ACR WILL NOT LET HIM TRAVEL ON US AGAIN. HE TOLD PLT HE FLIES ON US TWICE A WEEK AND ALWAYS TURNS PHONE OFF. SO WHY WAS HE BEING SO DEFIANT WHERE HE WOULD UPSET OUR PAX AND STOOD CHANCE OF GETTING ARRESTED.

Synopsis :

A B757 CABIN ATTENDANT REQUESTED A PAX USING TWO CELL PHONES TO TURN THEM OFF. PAX REFUSED AND CREATED A DISRUPTION AND CONFRONTATION.

Time

Date : 200112
Day : Sat
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MEI.Airport
State Reference : MS
Altitude.MSL.Single Value : 31000

Environment

Flight Conditions : VMC
Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZME.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : B727-200
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 10000
Experience.Flight Time.Last 90 Days : 70
Experience.Flight Time.Type : 6500
ASRS Report : 533786

Person / 2

Function.Flight Crew : First Officer

Person / 5

Function.Controller : Radar

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : VOR
Independent Detector.Other.Flight CrewA : 1

Supplementary

Problem Areas : Aircraft
Problem Areas : Environmental Factor
Problem Areas : Passenger Human Performance

Narrative :

SHORTLY AFTER OUR DEP AND GIVING THE FLT ATTENDANTS THE SIGNAL THAT IT WAS OK FOR PAX TO USE PERSONAL ELECTRONIC DEVICES (PED), THE #1 VOR OFF FLAG CAME IN VIEW AND THE COURSE DEV INDICATOR DROVE TO FULL SCALE DEFLECTION. THE BEARING POINTER ALSO BEGAN A SLOW DRIFT AWAY FROM THE CORRECT BEARING. THIS ONLY LASTED FEW MINS WHILE WE WERE CHECKING RECEPTION FROM OTHER NAVAIDS, AND THEN THE VOR BEGAN WORKING PROPERLY AGAIN. THEN, SHORTLY BEFORE BEGINNING DESCENT TO OUR DESTINATION, THE #1 VOR AGAIN BEGAN REACTING IN THE SAME ABNORMAL MANNER. I MADE AN ANNOUNCEMENT TO THE PAX TO DISCONTINUE USE OF PEDS AND THE VOR RETURNED TO NORMAL OPERATION ALMOST IMMEDIATELY. VOR OPERATION REMAINED NORMAL FOR THE REST OF THE FLT. OUR FLT ATTENDANTS DID CONFIRM THAT PEDS WERE IN USE AT THE TIME OF THE SECOND INCIDENT BUT DUE TO OUR PROXIMITY TO LNDG, WE DID NOT HAVE TIME TO DO MORE INVESTIGATION TO SEE WHICH SPECIFIC DEVICE WAS AT FAULT.

Synopsis :

B727 FLC EXPERIENCED ERRATIC VOR NAV COURSE INDICATOR DUE TO PAX USE OF A PAX ELECTRONIC DEVICE.

ACN: 534784

Time

Date : 200112

Day : Wed

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : RIC.Airport

State Reference : VA

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 534784

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolutory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

ACCORDING TO FLT ATTENDANT #4, ON THE FLT ABCD FROM RIC TO DFW, DEC/XA/01, SHE TOLD PAX MR X TO TURN OFF THE CELL PHONE, BUT HE DIDN'T. HE WAS CONSISTENTLY MEAN TO HER BY SAYING ALL AIRLINES SHOULD HAVE SOME RULES, OR THREATENED TO HER TO WRITE UP TO PRESIDENT OF AIRLINE (I DON'T KNOW IF HE DID IT OR NOT). I WAS NOT INVOLVED ON THIS, BUT I HEARD.

Synopsis :

AN S80 FLT ATTENDANT RPT ON A PAX WHO REFUSED TO TURN OFF HIS CELL PHONE AFTER BOARDING THE ACFT AND PRIOR TO TKOF.

Time

Date : 200201

Day : Thu

Local Time Of Day : 1201 To 1800

Place

State Reference : NM

Aircraft / 1

Controlling Facilities.ARTCC : ZAB.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 535709

Person / 2

Function.Flight Crew : First Officer

Person / 6

Function.Controller : Radar

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Anomaly.Non Adherence.Other : cell phone use

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Navigational Facility

Problem Areas : Passenger Human Performance

Narrative :

JUST AFTER PASSING BY PHX, WHILE ENRTE FROM DFW TO ONT, THE #4 FA ADVISED ME THAT SHE HAD OBSERVED THE PAX IN SEAT XA USING HIS CELL PHONE AND THAT WHEN SHE TOLD HIM THAT HE COULDN'T USE IT IN FLT HE GAVE HER A 'YEAH, YEAH' TYPE OF REPLY BUT CONTINUED TALKING ON IT. SHE SAID THAT ALTHOUGH HE HAD BEEN SOMEWHAT ARGUMENTATIVE HE HAD FINALLY COMPLIED. SHE ALSO INFORMED ME THAT THIS SAME PAX HAD BEHAVED STRANGELY DURING THEIR PREFLT SAFETY DEMO 'HOLLERING' AND 'CHEERING' BUT HAD SETTLED DOWN WHEN INSTRUCTED TO DO SO, AND THAT HE HAD 'CONKED OUT' SHORTLY AFTER TKOF. A FEW MINS LATER, I WAS INFORMED THAT THIS SAME PAX WAS AGAIN USING HIS CELL PHONE. AT THIS TIME I CONTACTED ONT OPS AND ADVISED THEM OF THE SIT AND REQUESTED THAT THE FLT BE MET BY THE AUTHORITIES AND THAT THIS PAX BE ESCORTED FROM THE ACFT. ARRIVING AT THE GATE WE WERE MET BY A NUMBER OF LAW ENFORCEMENT OFFICERS WHO ESCORTED THE INDIVIDUAL FROM THE ACFT WITHOUT ANY APPARENT FURTHER INCIDENT.

Synopsis :

A S80 PIC HAS TO CALL COMPANY OPS FOR A PAX TO BE MET BY SECURITY PERSONNEL FOR UNAUTH USE OF HIS CELL PHONE IN FLT WHILE ENRTE TO ONT, CA.

ACN: 535960

Time

Date : 200201

Day : Mon

Local Time Of Day : 1201 To 1800

Place

State Reference : KY

Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : VMC

Aircraft / 1

Controlling Facilities.TRACON : CVG.TRACON

Operator.Common Carrier : Air Carrier

Make Model : Regional Jet CL65, Bombardier (Canadair)

Mission : Passenger

Flight Phase.Descent : Approach

Person / 1

Function.Flight Crew : First Officer

Experience.Flight Time.Total : 2800

Experience.Flight Time.Last 90 Days : 225

Experience.Flight Time.Type : 1000

ASRS Report : 535960

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Person / 5

Function.Controller : Approach

Person / 3

Function.Oversight : Flight Attendant In Charge

Events

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Regained Aircraft Control

Resolatory Action.Flight Crew : Returned To Intended or Assigned Course

Resolatory Action.Flight Crew : Returned To Original Clearance

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Problem Areas : FAA

Problem Areas : Passenger Human Performance

Narrative :

CONDITIONS: VMC, CLRED FOR VISUAL TO CVG RWY 18R, AUTOPLT ON, HDG MODE SET TO 150 DEGS TO INTERCEPT, RWY 18R LOC (111.55/184 DEGS) TUNED AND IDENTED, GREEN DATA SELECTED, APCH ARMED. EVENT: WHILE IN LEVEL FLT AWAITING CAPTURE OF THE LOC, THE AUTOPLT BEGAN A STANDARD RATE TURN TO THE INBOUND COURSE APPROX 7 MI PRIOR TO INTERCEPTING THE LOC. SINCE WE WERE VMC, WE IMMEDIATELY RECOGNIZED THE ERROR AND DISCONNECTED THE AUTOPLT. THE REST OF THE APCH WAS HAND FLOWN. UPON LNDG, I ASKED THE FLT ATTENDANT IF SHE NOTICED ANYBODY USING THEIR PHONE INFLT. SHE STATED THAT SHE OBSERVED A PAS IN SEAT XYZ PLACING A CALL DURING THE TIME WE WERE ON APCH TO CVG. COMMENTS: THIS TYPE OF AUTOPLT ERROR HAS HAPPENED TO ME AT OKC AND AT ANOTHER ARPT, AND DURING THOSE OCCURRENCES I SUSPECTED CELL PHONE INTERFERENCE, HOWEVER, I WAS NEVER ABLE TO PROVE THAT SOMEONE WAS ACTUALLY USING THEIR PHONE INFLT. ON THIS OCCASION, IT WAS CONFIRMED BY THE FLT ATTENDANT. MY CONCERN IS THAT IF THIS TYPE OF INTERFERENCE OCCURS WHILE IMC, IT COULD RESULT IN SERIOUS CONSEQUENCES. MISSED APCH, TFC CONFLICTS, CREW VIOLATIONS, OR EVEN CFIT COULD BE POSSIBLE. UNFORTUNATELY, WE HAVE ABSOLUTELY NO WAY OF KNOWING IF A PED IS ON DURING FLT, AND THEREFORE, HAVE NO WAY OF KNOWING IF OUR NAV EQUIP IS BEING DEGRADED. CELL PHONES, WIRELESS PDA'S, THE NEW 'BLACKBERRY' DEVICES, AND OTHER WIRELESS DEVICES ARE COMMONPLACE AND IT IS ALMOST IMPOSSIBLE TO INSURE THAT THEY ARE NO INADVERTENTLY LEFT ON OR USED WHILE AIRBORNE. (IN FACT, SEVERAL MONTHS AGO, ONE OF THE TELEVISION ADS FOR A BLACKBERRY DEVICE SHOWED A PAX CHKING HIS E-MAIL WHILE INFLT.) I ASK FOR YOUR ASSISTANCE IN ADDRESSING THIS SIT. I AM CONCERNED BY THE POSSIBILITY THAT THIS TYPE OF INTERFERENCE COULD LEAD TO LEGAL RAMIFICATIONS OR AN ACCIDENT. I WOULD LIKE TO OFFER A POSSIBLE SOLUTION. IMPLEMENT A RECEIVER/DETECTOR ON BOARD THE ACFT WHICH CAN DETECT XMISSIONS BY THESE TYPES OF DEVICES. SINCE THESE DEVICES ARE ASSIGNED FREQS, THE PRESENCE OF THESE FREQS ON THE ACFT WOULD INDICATE THAT SUCH A DEVICE IS ON AND THAT THE ACCURACY OF THE NAV EQUIP MAY BE DEGRADED. WITH THIS INFO, THE CREW WOULD AT LEAST HAVE SOME INDICATION IN THAT THERE IS THE POSSIBILITY OF INTERFERENCE. THE CREW WOULD THEN TAKE AN APPROPRIATE COURSE OF ACTION. REGARDLESS OF HOW A LONG-TERM SOLUTION IS DEvised, I WOULD ALSO LIKE TO SUGGEST THAT FLT ATTENDANTS IMMEDIATELY (EVEN IF STERILE COCKPIT IS IN EFFECT) ADVISE THE CREW IF THEY OBSERVE A PAX USING A PED ON APCH, OR CLBOUT, SINCE THIS IS AN ISSUE OF SAFETY.

Synopsis :

CL65 CREW HAD PAX ORIGINATED RF INTERFERENCE WITH AN AUTOFLT SYS DURING VECTORS FOR THE APCH.

Time

Date : 200201
Day : Sun
Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : MDW.Airport
State Reference : IL
Altitude.MSL.Single Value : 3000

Environment

Flight Conditions : VMC
Ceiling.Single Value : 12500

Aircraft / 1

Controlling Facilities.TRACON : C90.TRACON
Operator.Common Carrier : Air Carrier
Make Model : B737-500
Mission : Passenger
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 10500
Experience.Flight Time.Last 90 Days : 250
Experience.Flight Time.Type : 5500
ASRS Report : 536654

Person / 2

Function.Flight Crew : First Officer

Person / 4

Function.Controller : Approach

Events

Anomaly.Altitude Deviation : Crossing Restriction Not Met
Anomaly.Altitude Deviation : Undershoot
Anomaly.Non Adherence : Clearance
Anomaly.Non Adherence : Company Policies
Anomaly.Non Adherence : FAR
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : ils loc crs
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Executed Go Around
Resolatory Action.Controller : Issued Advisory
Resolatory Action.Controller : Issued New Clearance

Supplementary

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

Narrative :

NAV INTERFERENCE. OVER CHT, CLRED '10 DEGS R INTERCEPT LOC RWY 31L PLAN CIRCLE RWY 22L.' UPON TUNING LOC FREQ AND SETTING COURSE, IT APPEARED WE WERE ON THE LOC, ALTHOUGH VISUALLY WE APPEARED S OF COURSE. ATC ASKED IF WE HAD INTERCEPTED AND SAID WE WERE S OF COURSE. THE CDI THEN SWUNG FULL SCALE TO THE OTHER SIDE INDICATING WE WERE N OF COURSE. I TURNED TO CTR THE CDI AND WE SWITCHED TO TWR. MY CDI SWUNG R INDICATING WE WERE S OF COURSE. I NOTICED THE FO'S CDI WAS SWINGING THE SAME DIRECTION AS MINE, BUT MOVING ABOUT HALF AS FAR. WHEN WE SAW THE RWY, WE WERE N OF COURSE WITH CDI'S INDICATING WE WERE S OF COURSE. WE WERE HIGH AND WELL N OF COURSE WHEN TWR ASKED IF WE COULD GET DOWN FROM THERE. WE ASKED TO BE TURNED OUT TO RE-ENTER THE PATTERN. UPON TURNING OUTBOUND WE MADE A PA ASKING PEOPLE TO PLEASE MAKE SURE THEIR CELL PHONES AND OTHER EQUIP WERE TURNED OFF. THE CDI'S IMMEDIATELY BECAME STEADY AND WE COMPLETED A NORMAL ILS RWY 31C CIRCLE RWY 22L WITH NORMAL INDICATIONS AND THE FLT ATTENDANTS RPTED THAT A WOMAN IN THE FORWARD LOUNGE WAS TALKING ON HER CELL PHONE. AS SOON AS SHE TURNED HER PHONE OFF, OUR CDI INDICATED NORMALLY.

Synopsis :

EMI. A B737-500 FLC HAS TO ASK FOR A SECOND APCH WHEN THE ILS LOC AND GS FOR RWY 31L IS SCALLOPING AT MDW, IL.

ACN: 538688

Time

Date : 200201

Day : Tue

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Airport : SVMl.Airport

State Reference : FO

Aircraft / 1

Controlling Facilities.Tower : SVMl.Tower

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Person / 1

ASRS Report : 538688

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 4

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Passenger Human Performance

Narrative :

PAX DURING TAXI OUT ANSWERED CELL PHONE CALL AND HEADED BACK TO THE LAVATORY. I TOLD PAX TO TURN OFF PHONE AND BE SEATED (IN ENGLISH AND SPANISH). PAX IGNORED ME AND WENT INTO LAVATORY TO CONTINUE CONVERSATION. DEMO VIDEO WAS FINISHED AND CAPT SAID FLT ATTENDANTS PREPARE, WHEN PAX CAME OUT. I TOLD PAX TO HAVE A SEAT AND IGNORED AGAIN MY REQUEST. THEN PAX BECAME ANGRY AND SAID 'WHAT ARE YOU GONNA DO IF I DON'T SIT DOWN?' ANOTHER FLT ATTENDANT NOTICED THE CONFRONTATION AND AGAIN PAX ASKED 'WHAT ARE YOU GONNA DO?' PAX WAS THEN ASKED TO BE SEATED AND REFUSED AND WAS THEN ASKED TO GET HIS LUGGAGE AS WE RETURNED TO HAVE PAX REMOVED FROM FLT.

Synopsis :

PAX REMOVED FROM FLT AFTER GND CELL PHONE USAGE IN LAVATORY DURING TAXI OUT AND WHEN HE LATER REFUSED TO SIT DOWN PRIOR TO TKOF AT SVMI, FO.

ACN: 548186

Time

Date : 200205

Day : Sat

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Environment

Ceiling : CLR

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 548186

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

ON A FLT FROM MIA TO ORD WE HAD A PAX INTERFERE WITH OUR DUTIES AND REFUSE TO FOLLOW INSTRUCTIONS TO TURN OFF HER CELL PHONE. THE PAX WAS TOLD 3 DIFFERENT TIMES TO TURN OFF HER CELL PHONE SO WE COULD DEPART. SHE TURNED IT OFF AT FIRST, THEN WHEN I WALKED PAST HER, 2 MINS LATER, SHE HAD HER HEAD BENT OVER INTO HER CARRY ON BAG TALKING ON HER CELL PHONE. I FINALLY TOLD HER THAT I NEEDED TO WRITE UP A WARNING LETTER ON HER SINCE SHE REFUSED TO COMPLY WITH OUR FAA REQUIREMENTS. I THEN WENT TO TELL THE CAPT WHAT WAS GOING ON. JUST THEN FLT ATTENDANT #2 CAME UP FROM THE BACK TO TELL ME THAT HE HEARD THE PAX CALL ME A 'BITCH' AS I WALKED UP FRONT. HE SAID HE TOLD HER THAT HE HEARD THAT AND SHE ADMITTED TO HIM THAT SHE DID SAY THAT. THE CAPT WENT TO SPEAK TO HER. I WASN'T THERE TO HEAR WHAT WAS SAID, BUT I DO KNOW THAT SHE WAS ON HER BEST BEHAVIOR DURING THE FLT SO WE (THE CREW) DECIDED NOT TO WRITE UP THE WARNING LETTER ON HER. WE FIGURED SHE LEARNED HER LESSON AND FELT BAD AS SHE NOW BEHAVED APPROPRIATELY. BOY, WERE WE WRONG. AFTER WE LANDED AND EVERYONE DEPLANED, SHE STEPPED INTO THE COCKPIT AND WAS VERBALLY ABUSIVE WITH THE CAPT. SHE TALKED UP THERE FOR ABOUT 5 MINS, ALL THE TIME BEING VERY HOSTILE AND ARGUMENTATIVE. THE CAPT KEPT TRYING TO EXPLAIN TO HER ABOUT FOLLOWING THE RULES OF TURNING OFF THE CELL PHONES. HE EVEN EXPLAINED WHY IT'S IMPORTANT BUT SHE DIDN'T WANT TO HEAR THAT, SHE JUST KEPT STATING THAT IT WAS VERY UPSETTING TO HER THAT SHE WAS REPRIMANDED FOR NOT TURNING OFF HER CELL PHONE.

Synopsis :

THE CREW OF AN S80 HAS A PROB WITH A PAX ATTEMPTING TO USE HER CELL PHONE IN SPITE OF REPEATED WARNINGS FROM THE FLT ATTENDANTS AND PIC PRIOR TO DEP FROM MIA, FL.

ACN: 549870

Time

Date : 200205

Day : Thu

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : MIA.Airport

State Reference : FL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B777 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 549870

Person / 5

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

I SAT AT 2L JUMPSEAT FACING FORWARD, ACROSS FROM FLT ATTENDANT #7, WHO SAT AT 2L, FACING AFT. AFTER LNDG IN MIAMI, FLT ATTENDANT #7 HEARD FLT ATTENDANT #8 SAY SOMETHING TO A PAX IN 9H. SHE HAD TOLD HIM NOT TO STAND AND GET THINGS OUT OF THE OHB, BUT HE WOULD NOT LISTEN. FLT ATTENDANT #7 GOT UP AND WALKED OVER TO THE PAX WHO WAS STILL STANDING, AND TOLD HIM TO SIT DOWN. A FEW MINS LATER, HE STARTED USING HIS CELL PHONE. ANNOUNCEMENTS HAD BEEN MADE. AGAIN, FLT ATTENDANT #8 TOLD HIM NOT TO, AGAIN HE IGNORED HER, AND FLT ATTENDANT #7 HAD TO GO OVER AGAIN AND TELL HIM TO PUT IT AWAY. I NEVER ACTUALLY SAW WHAT WAS GOING ON WITH THE PAX. ONLY FLT ATTENDANT #7 AND FLT ATTENDANT #8'S REACTIONS.

Synopsis :

A PAX INSISTS ON STANDING UP TO GET HIS CARRY ON BAG AND USING THE CELL PHONE WHILE ACFT IS STILL TAXIING AFTER LNDG AT MIA, FL.

ACN: 550907

Time

Date : 200206

Day : Thu

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ATL.Airport

State Reference : GA

Aircraft / 1

Controlling Facilities.Tower : ATL.Tower

Operator.Common Carrier : Air Carrier

Make Model : MD-80 Super 80

Mission : Passenger

Person / 1

ASRS Report : 550907

Person / 4

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Unable

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

SHORTLY AFTER TAKEOFF, FLT ATTENDANT 4 INFORMED ME THAT WHILE PERFORMING POST SAFETY DEMO DUTIES, HE NOTICED A MALE PAX WEARING A BOSE HEADSET. HE POLITELY ASKED PAX IF HE WAS LISTENING TO MUSIC ON THE HEADSET. PAX REPLIED, 'THEY'RE NOISE-CANCELING HEADSETS SO I DON'T HAVE TO LISTEN TO YOU.' PAX THEN REPEATEDLY REFUSED TO COMPLY WITH FLT ATTENDANT 4'S INSTRUCTIONS TO REMOVE AND TURN OFF HEADSET. I IMMEDIATELY NOTIFIED CAPT, WHO TOLD ME TO LET HIM KNOW OF ANY FURTHER TROUBLE WITH PAX AND HE WOULD CALL FOR STATE POLICE TO MEET FLT. I CHECKED SERVICE FOR PAX DISTURBANCE WARNING FORM IN CASE NEEDED LATER. BEFORE LNDG ABOUT 10 MINS AFTER MY DISCONTINUE ELECTRONIC DEVICE PA, FLT ATTENDANT 2 INFORMED ME SHE HAD ASKED SAME PAX TO TURN OFF AND PUT AWAY HEADSET. HE REPEATEDLY REFUSED, I NOTIFIED CAPT. AFTER ACFT REACHED GATE, I LED STATE POLICE TO PAX. IT IS RIDICULOUS THAT AN EDUCATED MEDICAL DOCTOR SHOULD CAUSE SUCH PROBLEMS. POOR EXAMPLE OF NONCOMPLIANCE, DISRESPECT, AND MOCKERY TOWARD CREW. MUST BE CONSIDERED AS POSSIBLE THREAT TO FLT SECURITY. WE AS FLT ATTENDANTS HAVE NO TRAINING AS TO HOW TO DEAL WITH REPEATED NONCOMPLIANCE. OUR SECURITY TRAINING IS EXTREMELY LIMITED AND WOEFULLY INADEQUATE. I THINK THAT OUR PA CARD NEEDS TO BE STRENGTHENED TO GIVE PAX A STRONGER REALIZATION THAT THE FLT ATTENDANTS MUST BE COMPLIED WITH AND THAT WE ARE AUTHORITY FIGURES ON THE ACFT. MORE MEASURES NEED TO BE TAKEN TO APPROPRIATELY PRESENT FLT ATTENDANTS AS AUTHORITY FIGURES WHEN NEED BE, AND REMIND PAX THAT FLT ATTENDANTS' FIRST PRIORITY IS THE SAFETY AND SECURITY OF THE FLT.

Synopsis :

A CABIN ATTENDANT RPT ON PAX REFUSAL TO TURN OFF HIS PORTABLE CD PLAYER PRIOR TO TAKE OFF AT ATL AND LNDG AT DFW, TX.

ACN: 555344

Time

Date : 200207

Day : Wed

Local Time Of Day : 0601 To 1200

Place

Locale Reference.Intersection : REMIS

State Reference : US

Altitude.MSL.Single Value : 35000

Aircraft / 1

Controlling Facilities.ARTCC : ZJX.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : B767 Undifferentiated or Other Model

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 555344

Person / 2

Function.Flight Crew : First Officer

ASRS Report : 555343

Person / 7

Function.Oversight : Coordinator

Person / 5

Function.Controller : Radar

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : AUTOPLT/AUTOTHROTTLE DISC WARNIN

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Flight Crew : Overcame Equipment Problem

Resolatory Action.Flight Crew : Overrode Automation

Supplementary

Problem Areas : Aircraft

Narrative :

INSTRUMENT MALFUNCTION AUTOPLT ABNORMALITY. CLR OF CLOUDS, FL350, ECON CRUISE 'MACH .78', SMOOTH AIR THE FO WAS FLYING THIS LEG WHEN 30 NM NE OF LEFKO INTXN ON GREEN 26 PROCEEDING DIRECT TO REDFIN, JAX CENTER CLRED US DIRECT REMISS FOR A WARNING AREA HAD GONE ACTIVE. AT APPROX XA:44Z ENE OF REMISS WE ENCOUNTERED THE EVENT. FIRST THING I NOTICED WAS THE AMBER AUTOPLT AND AUTO THROTTLE EICAS MSG AND AUDIBLE ALERT FOR A DISCONNECT. WE ALSO NOTICED SOLID YELLOW LINES THAT WENT THROUGH ALL FLT MGMNT CTL DATA ON BOTH CAPT AND FO ADIS AND HSI. I LOOKED AT THE TOP EICAS ENG INSTRUMENT AND NOTED NO N1 OR EGT DIGITAL READOUTS, ONLY WHITE CIRCLES REMAINED. LOWER EICAS REFLECTED THE SAME. NO DIGITAL INFO FOR N2, FF, OIL PRESSURE, OIL TEMP, OIL QUANTITY, VIB. BOTH CDU'S WERE BLANK. AN IMMEDIATE CHK OF THE ELECTRICAL PANEL INDICATED NO MALFUNCTIONS, A TEST OF INDICATOR LIGHTS REVEALED NO BURNED OUT LIGHTS. CENTER AUTOPLT WAS ENGAGED AND SHOWING PANEL ACTIVE WITH NORMAL INDICATIONS. STANDBY ADI INDICATED WE WERE STARTING A LEFT BANK. WITH WARNING OF AUTOPLT AND AUTO THROTTLE DISCONNECT I GRABBED THE YOKE AND HIT THE AUTOPLT DISCONNECT SWITCH AND DIRECTED THE FO TO FLY. HE MAINTAINED LEVEL FLT AND STATED THAT THE AUTOPLT WAS STILL ENGAGED. I ATTEMPTED TO DISENGAGE THE AUTOPLT WITH THE DISENGAGE BAR BY PULLING IT DOWN AND WAITING. THE WHITE AUTOPLT CMD LIGHT REMAINED ON. I WENT BACK TO THE YOKE AND AGAIN HIT THE DISCONNECT AND FELT THE YOKE PRESSURE THE FO WAS HOLDING. I CALLED ATC AND ADVISED WE WERE HAVING SOME KIND OF AN ELECTRICAL ANOMALY. JUST AFTER THE CALL TO ATC THE AUTOPLT DISENGAGED AND THE WHITE CMD LIGHT WENT OUT AND ALL SYSTEMS RETURNED TO NORMAL OPS. I DIRECTED THE FA 1 TO SEARCH THE ACFT FOR UNAUTHORIZED ELECTRONIC EQUIP BEING USED. I THEN RPTD TO ATC THAT OPS WERE NORMAL. THE EVENT LASTED APPROX 45 SECS. I QUESTIONED ATC REFERENCE MILITARY ACTIVITY IN THE AREA WHICH MAY HAVE EFFECTED OUR EQUIP. DISPATCHER WAS CALLED. FA 1 RPTD A CELL PHONE WAS IN USE BY PAX. I DIRECTED FA 1 TO HAVE IT TURNED OFF AND CONFISCATED TO ME. PAX STATED IT WAS A NEW PHONE BY AT&T, MODEL SIEMENS 'CEO168, HE WAS INSTALLING NEW PHONE NUMBERS IN DATA BANK AND NOT TALKING ON PHONE. MAINT WAS CALLED AND STATED THE ACFT HAD NO PREVIOUS HISTORY OF THIS TYPE OF EVENT. ONE AREA OF CONCERN WAS A POTABLE WATER TANK GAUGE QUANTITY PROB. THE FO AND I COMPLETED A COMPLETE SYSTEMS CHK CONCLUDING OPS NORMAL. WITH PASSENGER'S CELL PHONE OFF AND IN MY POSSESSION THE FO AND I AGREED WITH DISPATCHER TO CONTINUE THE FLT WITH CAVEAT THAT SHOULD ANY OTHER SIMILAR EVENT OCCUR WE WOULD LAND ASAP. THE FO AND I NOTED NO RECALL EICAS OR STATUS HISTORY. FROM NAVIGATION POINT REMISS WE PROCEEDED UNEVENTFULLY TO SFO. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE ACFT HAD JUST BEEN VECTORED TO CLR A MILITARY AREA OVER THE GULF OF MEXICO AT THE TIME OF THE INCIDENT. EVEN THOUGH THERE WAS SOME SUSPICION THAT THERE MAY HAVE BEEN A MILITARY ACTIVITY THAT COULD HAVE CAUSED THE PROB THIS COULD NOT BE DETERMINED. THE CELL PHONE THAT WAS ON AT THE SAME TIME IS RPTD TO BE A POWERFUL NEWLY TYPE IN THE SEARCH MODE. THE LOCATION OF THE PHONE DURING THE INCIDENT WAS THE CABIN AT SEAT ROW X WHICH IS ROUGHLY ABOVE THE ELECTRONICS AREA. DURING THE FAILURE THE STANDBY ENG INSTRUMENTS ACTIVATED. IN MAINT FOLLOW UP ACTION IT WAS THOUGHT THAT A VOLTAGE SPIKE OFF THE LEFT GENERATOR CTL COULD HAVE BEEN A POSSIBLE CAUSE. THERE WAS RPTD TO HAVE BEEN FIVE DIFFERENT 'BLACK BOX' COMPONENTS REPLACED DURING MAINT. THE DIGITAL RECORDER WAS READ AND IT VERIFIED THE FAILURES OCCURRED AS RPTD BY THE CREW. DURING THE COURSE OF THE FAILURES THERE WERE NOT STATUS OR ALERT MESSAGES DISPLAYED AND NONE WERE ABLE TO BE RECALLED AFTER THE FACT. THE RPTR REITERATED AGAIN THAT THE TOTAL TIME OF THE INCIDENT WAS NO MORE THAN 1.5 MINS.

Synopsis :

A B767 HAS MULTIPLE ELECTRICAL SYSTEM MALFUNCTIONS INCLUDING LOSS OF ENG AND FLT INSTRUMENTS AS WELL AS CTL OF AUTO FLT SYSTEMS FOR A SHORT PERIOD OF TIME DURING CRUISE FLT.

Time

Date : 200208
Day : Mon
Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : ATL.Airport
State Reference : GA
Altitude.MSL.Single Value : 4500

Environment

Flight Conditions : Mixed

Aircraft / 1

Controlling Facilities.TRACON : A80.TRACON
Operator.Common Carrier : Air Carrier
Make Model : B727-200
Mission : Passenger
Flight Phase.Descent : Approach
Route In Use.Approach : Instrument Precision

Person / 1

Function.Oversight : PIC
Function.Flight Crew : Captain
Experience.Flight Time.Total : 10000
Experience.Flight Time.Last 90 Days : 180
Experience.Flight Time.Type : 4000
ASRS Report : 557959

Person / 2

Function.Flight Crew : First Officer
Experience.Flight Time.Total : 5000
Experience.Flight Time.Last 90 Days : 120
Experience.Flight Time.Type : 1000
ASRS Report : 557959

Person / 6

Function.Controller : Approach

Person / 3

Function.Flight Crew : Second Officer
Experience.Flight Time.Total : 5500
Experience.Flight Time.Last 90 Days : 200
Experience.Flight Time.Type : 900
ASRS Report : 557959

Events

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : CDI
Independent Detector.Other.ControllerA : 4
Independent Detector.Other.Flight CrewA : 1
Resolatory Action.Flight Crew : Became Reoriented
Resolatory Action.Flight Crew : Executed Go Around
Resolatory Action.Controller : Issued Alert
Resolatory Action.Controller : Issued New Clearance

Supplementary

Problem Areas : Aircraft
Problem Areas : Environmental Factor
Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Problem Areas : Weather

Narrative :

APCHING ATL FROM SW TOLD TO EXPECT RWY 27L. SUBSEQUENTLY CHANGED AND GIVEN ILS RWY 26R. NUMEROUS DEVS DUE TO TSTMS IN LCL AREA. APCH GAVE TURN TO 240 DEGS TO INTERCEPT LOC TO RWY 26R. CAPT PF NOTED IRREGULAR DEVS ON HIS CDI. FO LATE SWITCHING TO NEW LOC FREQ DUE TO USING WX RADAR. CAPT COMMANDED ON CDI DEVS AS FO SWITCHING TO LOC. CAPT'S CDI WENT TO FULL R DEFLECTION AND CAPT STARTED R TURN TO GO BACK. INTERCEPT VERIFIED BY FO'S CDI. AT THAT TIME, ATC DIRECTED FLT TURN TO 180 DEGS AND MAINTAIN 4500 FT DUE TO PASSING THROUGH LOC. SUBSEQUENT APCH WAS NORMAL. AFTER FLT, FLT ATTENDANT RPTED THAT ON APCH, A CELL PHONE WAS RINGING IN THE CABIN AND PAX ANSWERED CALL. SHE WAS UNABLE TO LOCATE WHICH PAX. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: WHILE ON THE INTERCEPT HDG, RPTR'S LOC NEEDLE SEEMED ERRATIC, LEADING HIM TO BELIEVE SOMETHING WAS WRONG WITH HIS RECEIVER. BY THE TIME THE FO'S ILS WAS TUNED IN, THEY HAD GONE THROUGH THE LOC. AT THAT POINT ATC, DUE TO THE WX AND THE HVY VOLUME OF TFC, ISSUED A GAR. NO FURTHER INFO REGARDING POSSIBLE CELL PHONE INTERFERENCE WAS FORTHCOMING.

Synopsis :

A B727-200 CREW, ON INTERCEPT HDG FOR AN ILS TO ATL, EXPERIENCED IRREGULAR LOC DEFLECTIONS ON THE CAPT'S CDI, RESULTING IN A CORRECTIVE VECTOR FROM ATC.

ACN: 558577

Time

Date : 200208

Day : Mon

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : JFK.Airport

State Reference : NY

Aircraft / 1

Controlling Facilities.Tower : JFK.Tower

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 558577

Person / 2

Function.Flight Crew : First Officer

Events

Anomaly.Non Adherence : FAR

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

WHILE TAXING TO GATE AT JFK, RECEIVED CALL FROM BACK REGARDING IRATE FEMALE PAX. REQUESTED PORT AUTH POLICE MEET ACFT AT GATE. UPON GATE ARR, I WAS INFORMED THAT FLT ATTENDANT #3 WAS VERBALLY ASSAULTED BY A FEMALE PAX WHO WAS TOLD TO TURN OFF HER CELL PHONE. ACCORDING TO THE #1 FLT ATTENDANT, SHE COULD BE HEARD IN THE FRONT FROM APPROX ROW 26. I SPOKE TO POLICE WHEN DOOR WAS OPENED AND EXPLAINED SIT. THEY SPOKE TO THE WOMAN AND LET HER GO. NO PHYSICAL VIOLENCE WAS INVOLVED BUT THE FEMALE PAX MADE THREATS OF VIOLENCE. I THOUGHT IT BEST TO LET THE POLICE HANDLE IT.

Synopsis :

AN UNRULY PAX IS MET AT DEST BY LAW ENFORCEMENT.

ACN: 561169

Time

Date : 200209

Day : Sun

Local Time Of Day : 0601 To 1200

Place

State Reference : NH

Environment

Ceiling : CLR

Aircraft / 1

Controlling Facilities.ARTCC : ZBW.ARTCC

Operator.Common Carrier : Air Carrier

Make Model : A300

Mission : Passenger

Flight Phase.Cruise : Level

Person / 1

ASRS Report : 561169

Person / 2

Function.Oversight : PIC

Function.Flight Crew : Captain

Supplementary

Problem Areas : Passenger Human Performance

Narrative :

WHILE SERVING BEVERAGES ON LH SIDE OF ACFT, I SPOTTED A CELL PHONE ON THE FLOOR BEHIND #7 JUMPSEAT (3L DOOR). I PICKED IT UP AND ASKED PAX SEATED NEARBY IF THEY HAD DROPPED ONE. WE THEN MADE SEVERAL PA'S IN ENGLISH AND SPANISH ASKING PEOPLE TO CHK TO SEE IF THEY HAD MISPLACED A CELL PHONE. I WALKED DOWN LH AISLE CARRYING CELL PHONE, ASKING PAX IF THEY HAD LOST IT. WE DID NOT TURN IT ON. WHEN NO ONE CLAIMED THE PHONE, WE ADVISED THE CAPT WHO TOLD US TO FOLLOW PROC FOR A POSSIBLE EXPLOSIVE DEVICE ON BOARD. WE PLACED IT IN LEAST RISK LOCATION AND COLLECTED PILLOWS AND BLANKETS AND BUILT A PLATFORM AND THEN COVERED THE PHONE AND DOUSED IT WITH WATER. ON FINAL COMPLIANCE CHKS, A PAX WOKE UP AND CLAIMED THE PHONE, SAID HE SLEPT THROUGH ALL ANNOUNCEMENTS ETC. IT WAS A LITTLE SCARY. WE SHOULD HAVE ASKED EACH AND EVERY PAX INDIVIDUALLY TO CHK FOR THEIR PHONE.

Synopsis :

AN A300 FLT ATTENDANT FOUND A CELL PHONE ON THE ACFT FLOOR INFLT. NO PAX CLAIMED THE LOST OBJECT.

Time

Date : 200210

Day : Fri

Local Time Of Day : 1801 To 2400

Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B767-300

Mission : Passenger

Person / 1

Function.Oversight : PIC

Function.Flight Crew : Captain

ASRS Report : 561838

Person / 2

Function.Flight Crew : First Officer

Person / 3

Function.Flight Crew : Relief Pilot

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence.Other : Acft Security Chk - Prior to Flt

Resolatory Action.None Taken : Anomaly Accepted

Resolatory Action.None Taken : Detected After The Fact

Supplementary

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

JUST AFTER BOARDING BEGAN, A CUSTOMER BROUGHT TO A FLT ATTENDANT'S ATTENTION A CELL PHONE LOCATED IN THE OVERHEAD BIN AT XOA. SINCE HE WAS THE FIRST DOWN TO THAT AREA, HE WAS CONCERNED FOR OUR SECURITY. TO BE SURE, AFTER EVERYONE WAS SEATED, FLT ATTENDANT ASKED IF IT BELONGED TO ANYONE. NO ONE RESPONDED FOR IT. MAINT WAS CALLED AS WELL AS THE CREW CHIEF. THE CREW CHIEF STATED THAT HE PERSONALLY CHKD THE OVERHEADS AND THEY WERE EMPTY. NO EXPLANATION WAS GIVEN AS TO HOW IT COULD HAVE GOTTEN THERE. FURTHER, ANOTHER CUSTOMER AT SEAT Y BROUGHT TO OUR ATTENTION AN ENVELOPE CONTAINING MONEY. IN RETROSPECT, I SHOULD HAVE HAD THE ACFT DEPLANED AND ANOTHER CABIN INSPECTION MADE. THE CREW CHIEF SUGGESTED THAT CABIN CLEANING SHOULD NOT BE INTERRUPTED ONCE STARTED.

Synopsis :

A B767-ER PIC RPT ON ONE PAX FINDING A CELL PHONE IN ONE OVERHEAD BIN AND ANOTHER PAX FINDING AN ENVELOPE WITH MONEY IN ANOTHER DURING BOARDING OF FLT AT ORD, IL.

Time

Date : 200211
Day : Wed

Place

State Reference : VA

Aircraft / 1

Controlling Facilities.ARTCC : ZDC.ARTCC
Operator.Common Carrier : Air Carrier
Make Model : B757 Undifferentiated or Other Model
Mission : Passenger
Flight Phase.Cruise : Level

Person / 1

ASRS Report : 565793

Person / 2

Function.Oversight : PIC
Function.Flight Crew : Captain

Person / 3

Function.Flight Crew : First Officer

Events

Independent Detector.Other.Flight CrewA : 3
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 : Cabin Crew Human Performance
Problem Areas : Company
Problem Areas : Passenger Human Performance

Narrative :

WHILE INFLT, ODOR RESEMBLING SULFUR WAS SMELLED FROM ROWS XO-X1. THE FLT ATTENDANTS WERE CONCERNED AND WE ASKED PAX IF ANYONE HAD LIT A MATCH. THE SMELL GOT WORSE FOLLOWING THE MEAL SVC AND NOW WE BEGAN SEARCHING OVERHEAD BINS AND SEAT AREAS FOR THE SOURCE OF THE SULFUR ODOR. UNABLE TO FIND IT, WE NOTIFIED THE COCKPIT. FO CAME OUT AND ALSO SMELLED ODOR. DURING THIS ENTIRE TIME WHEN WE AND THE PAX WERE CONCERNED, PAX X NEVER SHOWED ANY CONCERN AND WAS INDIFFERENT TO THE SIT. FO RETURNED TO COCKPIT AND WE WENT TO LAST COACH ROW. AS WE SAT DOWN, THERE WAS A LOUD BANG AND RUMBLING SOUND FROM THE AREA OF AFT CARGO. FOLLOWING THE SOUND, THE ENTIRE CABIN FILLED WITH A VERY STRONG BURNING SULFUR SMELL. COINCIDENTAL TO THIS EVENT, THE STRONG ACRID ODOR IN THE COCKPIT WAS SO BAD, THE CAPT, FO, AND FLT ATTENDANTS IN THE COCKPIT ALL HAD TO DON THEIR OXYGEN MASKS. WE WERE THEN TOLD THAT WE WOULD BE DIVERTING TO ORF. WE LANDED SAFELY, WHERE LCL LAW ENFORCEMENT OFFICERS MET THE FLT. SHORTLY AFTERWARDS, GOV OFFICIALS CONDUCTED INTERVIEWS. PAX X WAS ESCORTED OFF BY LCL POLICE AND OTHER LAW ENFORCEMENT OFFICERS WHERE HE WAS QUESTIONED. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE FLT ATTENDANT RPTR ADDED THE FOLLOWING INFO WHICH IS FROM HER OBSERVATIONS AND ALLEGED CREW INPUTS AFTER THE EVENT: THE FLT ATTENDANTS ON BOARD NOTED THE ODD BEHAVIOR OF PAX X, IN THAT HE DID NOT RESPOND TO THEIR QUESTIONS REGARDING THE ODOR WITH ANY CONCERN. THE OTHER PAX NOTED THE COOL Demeanor OF PAX X. THE 'SOUND' FROM THE CARGO AREA AND THE VERY STRONG SMELL OF SULFUR OCCURRED RIGHT AFTER THE FO HAD GONE BACK INTO THE COCKPIT AFTER HIS CABIN/PAX CHK. THE FUMES FROM THE NOISE IN THE CARGO AREA WERE SO STRONG THAT THE COCKPIT CREW HAD TO GO ON OXYGEN, INCLUDING THE FLT ATTENDANT THAT WAS THERE WHEN THE FO HAD TO LEAVE TO CHK THE CABIN. THE FO ALSO NOTED THE 'COOL' Demeanor OF THE PAX DURING HIS CABIN CHK. THE RPTR, FLT ATTENDANT, CHKED THE PAX LIST AND NOTED THE MAN HAD AN ARABIC SOUNDING NAME. AFTER FINDING OUT THAT THEY WERE DIVERTING TO ZZZ PAX X ASKED '...HOW LONG HAD THEY BEEN FLYING AND HOW MUCH LONGER TO LNDG AT ZZZ?' A QUESTION THE FLT ATTENDANT THOUGHT UNSETTLING SINCE THEY WERE OVERWATER AT THIS TIME. THE PAX HAD IN HIS POSSESSION A HANDHELD DEVICE RESEMBLING A TV REMOTE CTL WHICH HE SAID WAS HIS REMOTE FOR HIS 'COMPUTER' THAT WAS IN HIS CHKED BAGGAGE. ALTHOUGH HE LOOKED ITALIAN OR OF LATIN DSCNT, IT WAS LATER DISCUSSED THAT THE PAX HAD AN ENGLISH PASSPORT, WAS FROM PAKISTAN AND HAD VISITED THERE AND SAUDI ARABIA RECENTLY. THE COCKPIT CREW HAD THE CABIN CREW TURN OFF ALL OF THE CABIN ELECTRICAL ITEMS, WITH THE CABIN CREW THEN CHKING FOR HOT SPOTS ON THE FLOOR. WHEN THE FLT LANDED THE OFFICERS CAME UP DIRECTLY TO PAX X AND ASKED HIM TO GO WITH THEM. HE DID NOT QUESTION THE ORDER BUT, ACCORDING TO ANOTHER FLT ATTENDANT, HE DID PLACE THE 'REMOTE' DEVICE IN HIS POCKET. RPTR SUSPECTS THAT THE COCKPIT CREW CALLED AHEAD AND NOTED MR X AS A SUSPICIOUS PERSON. THERE WAS AN F16 ESCORT FOR THE FLT TO ZZZ. THE FLT WAS MET BY THE POLICE, THE FBI, TSA AGENTS, CUSTOMS AND AIRLINE PERSONNEL. THE BOMB SQUAD WOULD NOT CHK FOR ANY BOMB MATERIALS AS LONG AS THERE WAS ANY FUEL LEFT ON THE ACFT. IT TOOK 4 HRS TO DEFUEL THE ACFT. WHEN THE 3-MAN TEAM HAD OPENED THE CARGO DOOR, THE SMOKE WAS SO DENSE THAT THEY HAD TO BACK AWAY FROM THE IMMEDIATE AREA, NOT GETTING IN THERE FOR ANOTHER 4-5 HRS. EVERYONE WAS QUESTIONED BY THE AGENCIES INVOLVED FOR 6 HRS, WITH ANOTHER FLT BEING SENT TO ZZZ TO TAKE THE PAX AND OLD CREW TO THEIR DEST. THE SUSPECT PAX WENT ON WITH THEM, NOT HAVING BEEN DETAINED BY AUTHS. RPTR DID NOT KNOW IF THE PAX'S BAG WAS INVOLVED OR NOT, BUT WAS TOLD BY OTHER CREW MEMBERS THAT MR X WAS 'RELEASED.'

Synopsis :

A B757 FLT DIVERTS TO ORF AFTER A STRONG ODOR OF SULFUR FUMES FOLLOWS A MUFFLED 'BANG' IN THE AFT CARGO COMPARTMENT ON A FLT FROM MDSD, FO.

Time

Date : 200212

Day : Sat

Local Time Of Day : 1201 To 1800

Place

Locale Reference.Airport : IAH.Airport

State Reference : TX

Environment

Flight Conditions : VMC

Aircraft / 1

Operator.Common Carrier : Air Carrier

Make Model : B757 Undifferentiated or Other Model

Mission : Passenger

Person / 1

ASRS Report : 569453

Person / 3

Function.Oversight : PIC

Function.Flight Crew : Captain

Events

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

Supplementary

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

Narrative :

CAPT WAS RUNNING LATE, GAVE NO GROUP BRIEFING TO THE CREW, BUT STATED IN PASSING TO ME THAT ALL WOULD BE SOP. FIRST FLT ATTENDANT: FLT ATTENDANT 'A' OR LEAD POS, GAVE NO BRIEFING. CHARTER COORDINATOR: FLT ATTENDANT IN CHARGE OF THE CHARTER, SHE BRIEFED ALL 5 FLT ATTENDANTS ON SVC EXPECTATIONS AND SVC FLOW. MR X, NON INFLT QUALIFIED EMPLOYEE ON BOARD, WHO ACTED LIKE A CHARTER LIAISON. OVERLOADING OF DOOR 2L CLOSET: THE CHARTER COORDINATOR INSTRUCTED THE FLT ATTENDANTS TO REFRAIN FROM STOWING THEIR BAGS IN THE AREAS WHERE THEY ARE NORMALLY STOWED AND PLACE ALL OF THEIR BAGS IN THE SAME CLOSET. THE CLOSET WAS SUBSEQUENTLY OVERLOADED AND THE DOORS HAD TO BE PRESSED UPON IN ORDER TO CLOSE AND LOCK THEM. I WAS UNCOMFORTABLE WITH EXCEEDING WT LIMITS, BUT WAS MADE TO FEEL THAT THIS WAS THE WAY THINGS WERE DONE ON A CHARTER FLT. THIS WAS DONE PURELY TO ACCOMMODATE THE CUSTOMERS. EPISODE: PRIOR TO PUSHBACK, MAIN CABIN DOOR STILL OPEN, I NOTICED A PAX HAD MOUNTED A RADIO ON TOP OF HIS ARMREST, POSITIONING THE AMPLE ANTENNA NEXT TO THE WINDOW. I SAID, 'YOU'RE NOT PLANNING TO LISTEN TO THAT DURING FLT ARE YOU?' HE WAS JOINED IN A CHORUS OF PAX SAYING, 'MR X ALWAYS LETS US LISTEN TO THE RADIOS DURING THE FLT.' I IMMEDIATELY WENT TO SPEAK WITH THE CHARTER COORDINATOR. SHE AND I STEPPED ONTO THE JETWAY. I TOLD HER WHAT THE PAX SAID. AS SHE IS A FULLY QUALIFIED FLT ATTENDANT, I KNEW SHE WAS AWARE THAT SOP DOES NOT ALLOW THE USE OF UNAPPROVED ELECTRONIC DEVICES IN THE CABIN. SHE SAID WE WERE NOT OPERATING UNDER PART 121 (UNTRUE -- SUBSEQUENTLY, I CONFIRMED WE WERE PART 121) AND THESE PEOPLE WERE MEDIA PEOPLE, WHOSE EQUIP CONTAINED SPECIAL SHIELDING, AND THEY WERE ALLOWED TO USE THEIR EQUIP (SMALL HAND-HELD RADIOS). I TOLD HER I WOULD HAVE APPRECIATED BEING TOLD DURING HER BRIEFING WHICH REGS WE WERE TO FOLLOW AND WHICH REGS TO IGNORE. AS FAR AS I KNEW, OUR FLT TO BWI TOOK US OVER OUR NATION'S MOST RESTRICTIVE AND SENSITIVE AIRSPACE. I WAS UPSET AND CONCERNED. AS I PERCEIVED HER AS MY SUPERIOR, I DID NOT CHALLENGE HER BY THEN SPEAKING WITH THE CAPT. AFTER LNDG: THIS WAS A FLT WHERE I TRULY FELT THE PAX WERE TREATED AS WHAT THE COMPANY WANTS US TO CALL THEM, 'CUSTOMERS.' I FELT THE 'CUSTOMERS' HAD BEEN GIVEN CARTE BLANCHE AND SOME OF THE FAR'S IGNORED. I WAS REPEATEDLY TOLD THE 'CUSTOMERS' WERE PAYING A LOT OF MONEY. BY THE TIME WE LANDED, I FELT INEFFECTUAL TO EXERCISE ANY AUTH. DURING TAXI, I OBSERVED 2 PAX GET OUT OF THEIR SEATS, 1 PAX WALKED AROUND, STOOD IN THE AISLE AND ANOTHER PAX TOOK HIS SUITCASE OUT OF THE OVERHEAD BIN. THIS APPEARED TO BE 'BUSINESS AS USUAL.' AFTER THE FLT: I SPOKE WITH THE CAPT AT THE HOTEL. I DISCOVERED NO ONE HAD INFORMED HIM OF THE AUTH USE OF THE UNAPPROVED ELECTRONIC DEVICES IN THE CABIN. FURTHER, HE SAID THERE IS NO CONCLUSIVE EVIDENCE THROUGH TESTING THAT THE USE OF UNAPPROVED ELECTRONIC DEVICES INTERFERES WITH ACFT SYS. HE SAID THEIR USE POSES VIRTUALLY NO THREAT, AND THEREFORE WOULD HAVE ALLOWED THEIR USE HAD HE BEEN ASKED. I DISAGREED WITH HIS OPINION. I TOLD HIM I DID NOT WANT TO FLY UNDER THESE CONDITIONS. I CALLED SCHEDULING AND REQUESTED TO BE REMOVED FROM THE RETURN CHARTER FLT. MY REQUEST TO BE REASSIGNED WAS GRANTED. CONCERNS: THE CHAIN OF COMMAND WAS BLURRED -- I BELIEVE THE CAPT WAS IN CHARGE OF THE FLT, FLT DECK DOOR FORWARD, BUT BEHIND THE FLT DECK DOOR, THINGS GOT BLURRED. THE CHARTER COORDINATOR ACTED IN CHARGE, AND MR X (NON-INFLT QUALIFIED) WAS AUTHORIZING THE USE OF UNAPPROVED ELECTRONIC DEVICES. THE FIRST FLT ATTENDANT, WHO WAS TECHNICALLY IN CHARGE, APPEARED UNAWARE AND UNCONCERNED. CREW COM BROKE DOWN -- I WAS TOLD BY THE CAPT, ALL WOULD BE SOP, THEN TOLD BY THE CHARTER COORDINATOR THAT THE REGS WERE DIFFERENT AND THAT PART 121 DID NOT APPLY. LATER, I DISCOVERED THE CAPT HAD NOT BEEN INFORMED OF THE USE OF THE UNAPPROVED ELECTRONIC DEVICES. CAPT'S DISREGARD -- THE ACR'S FLT OPS MANUAL, AS WELL AS THE FAR'S, PROHIBITS THE USE OF UNAPPROVED ELECTRONIC DEVICES IN THE CABIN. REGARDLESS OF THE CAPT'S PERSONAL OPINION, ADHERENCE TO SOP'S AND COMPLIANCE WITH FAR'S SHOULD PREVAIL.

Synopsis :

B757-200. DURING A 'CHARTER' FLT, THE ACR IGNORED FAR'S APPLYING TO PAX CONDUCT AND OP OF PAX ELECTRONIC DEVICES.