ASRS Database Report Set

COVID-19 Related Events

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

Update Number.......................................................1

Date of Update........................................................August 3, 2020

Number of Records in Report Set.........................196

Number of New Records in Report Set ...............196

Type of Records in Report Set.................................For each update, new records received at ASRS will be added to this report set. Records within this Set have been screened to assure their relevance to the topic.
TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

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

ASRS reports are submitted voluntarily. Such incidents are independently submitted and are not corroborated by NASA, the FAA or NTSB. 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.

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

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

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

Becky L. Hooey, Director
NASA Aviation Safety Reporting System
CAVEAT REGARDING USE OF ASRS DATA

Certain caveats apply to the use of ASRS 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, mechanics, flight attendants, dispatchers or other participants in the aviation system are equally aware of the ASRS or may be equally willing to report. Thus, the data can reflect reporting biases. These biases, which are not fully known or measurable, may influence ASRS information. 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 aware of the ASRS program and more inclined to report should an NMAC occur. Any type of subjective, voluntary reporting will have these limitations related to quantitative statistical analysis.

One thing that can be known from ASRS data is that the number of reports received concerning specific event types represents the lower measure of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 2010 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 2010. With these statistical limitations in mind, we believe that the real power of ASRS data is the qualitative information contained in report narratives. The pilots, controllers, and others who report tell us about aviation safety incidents and situations in detail – explaining what happened, and more importantly, why it happened. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.
Report Synopses
ACN: 1743932 (1 of 196)

Synopsis
Air carrier flight crew reported that Tower instructed them to abort the takeoff roll which
was requested by the ARTCC facility due to traffic and staffing issues and could not yet
accept the flight into their airspace.

ACN: 1743906 (2 of 196)

Synopsis
Pilot reported that after checking in on Center frequency, no response was received for
some time. The pilot delayed locating an alternative frequency due to the quiet
frequencies that have become prevalent during COVID-19 reduction in air traffic volume.

ACN: 1743857 (3 of 196)

Synopsis
Air carrier Flight Attendant reported forgetting to notify other FAs that the AFT doors were
disarmed. Flight Attendant stated not having been in an airplane for an extended time due
to the COVID-19 pandemic contributed to the event.

ACN: 1743853 (4 of 196)

Synopsis
Air carrier Flight Attendant reported interacting with a sick passenger in flight who was
possibly exhibiting COVID-19 symptoms.

ACN: 1743844 (5 of 196)

Synopsis
Air carrier Captain reported not recognizing until cruise that the transponder was set
incorrectly. Captain recommended that crews visually confirm checklist items since many
pilots are flying infrequently due to COVID-19 reductions in travel demands.

ACN: 1743828 (6 of 196)

Synopsis
Air carrier Captain reported a series of miscommunications regarding a boarding passenger
who was possibly contagious with COVID-19. After the Captain spent time resolving the
issue, it was determined that the passenger could be allowed to board.

ACN: 1743824 (7 of 196)

Synopsis
Air carrier Captain had an airspeed deviation and cited being rusty due lack of flying as
contributing.
<table>
<thead>
<tr>
<th>ACN: 1743792 (8 of 196)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Air carrier Captain forgot to do a SELCAL check and cited as contributing factors multiple tasks in a short period and having not flown in a long time.</td>
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<thead>
<tr>
<th>ACN: 1743769 (9 of 196)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Controller reported using a configuration that did not show an airspace that was open. Controller thought airspace was closed and had an airspace violation.</td>
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<tr>
<th>ACN: 1743749 (10 of 196)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Corporate pilot reported having an altitude deviation while hand-flying the aircraft and attributed it to lack of flying due to the COVID-19 slow down.</td>
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<tr>
<th>ACN: 1743722 (11 of 196)</th>
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<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Air carrier Flight Attendant expressed multiple concerns regarding company COVID-19 protocols, including alternative jumpseat locations, social distancing in the flight deck, safety equipment demonstrations, and the wearing of protective masks.</td>
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<tr>
<th>ACN: 1743562 (12 of 196)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>GA pilot reported experiencing an airborne conflict during departure having to take evasive action. Reporter cited an increase in traffic due to the lifting of stay at home restrictions as a contributing factor.</td>
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<tr>
<th>ACN: 1743554 (13 of 196)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>GA pilot reported inadvertently leaving the transponder code set from the previous flight. The pilot was accustomed to getting a code from the Tower, however the Tower had closed early due to COVID-19 hours and the pilot did not check the transponder.</td>
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<tr>
<th>ACN: 1743551 (14 of 196)</th>
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<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Pilot reported calling on radio for traffic and attempting to depart in a 2 minute window, when an aircraft on final requested pilot to hold position, but ultimately had to go-around.</td>
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<thead>
<tr>
<th>ACN: 1743473 (15 of 196)</th>
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</table>
### Synopsis
Air carrier flight crew reported that deferred maintenance items were not properly documented due to multiple distractions in the flight deck, including international COVID-19 screening protocols.

**ACN: 1743466 (16 of 196)**

### Synopsis
Air carrier Captain reported aborting a takeoff roll when the tiller was accidentally bumped, causing the steering to disengage.

**ACN: 1743435 (17 of 196)**

### Synopsis
Pilot reported an unstable approach and requesting a 360 turn on final from Approach. Reporter cited lack of flying and distractions during the approach as contributing factors.

**ACN: 1743200 (18 of 196)**

### Synopsis
Air carrier flight crew reported a brake issue on landing and re-occurring at the gate. Captain stated lack of flying was a contributing factor.

**ACN: 1743199 (19 of 196)**

### Synopsis
Air carrier flight crew reported equipment problems and having to change destinations due to COVID-19 restrictions.

**ACN: 1743149 (20 of 196)**

### Synopsis
Flight Attendant reported forgetting to brief the over the wing passengers until at 10,000 feet.

**ACN: 1743084 (21 of 196)**

### Synopsis
Center Controller reported being distracted due to COVID-19 issues and did not hear a wrong read back from a crew, which resulted in an altitude deviation.

**ACN: 1743080 (22 of 196)**

### Synopsis
Pilot reported inadvertently flying into Class Bravo airspace and cited lack of flying during the COVID-19 pandemic as a contributing factor.
### ACN: 1742979 (23 of 196)

**Synopsis**  
Air carrier pilot described the potential negative aspects of wearing a face mask in the flight deck.

### ACN: 1742952 (24 of 196)

**Synopsis**  
GA pilot reported misinterpreting an altitude alert and descended from assigned altitude while on approach. Lack of familiarity with the instrument panel and lack of recent flying due to the COVID-19 pandemic were cited as contributing factors.

### ACN: 1742870 (25 of 196)

**Synopsis**  
Air carrier Captain reported alcohol from cleaning products may be entering the boom mike causing the equipment to malfunction.

### ACN: 1742867 (26 of 196)

**Synopsis**  
Dispatcher reported being advised of an aircraft that took off with incorrect weights and the need to ensure a certain row in the aircraft was empty to be within limits.

### ACN: 1742866 (27 of 196)

**Synopsis**  
Air carrier Captain reported experiencing an unstabilized approach in which they should have executed a go-around but decided to continue and stabilized at 500 feet. Captain reported rustiness from lack of flying contributed to the event.

### ACN: 1742861 (28 of 196)

**Synopsis**  
Air carrier flight crew reported multiple changes to the arrival and runway resulted in a track heading deviation. Flight crew stated lack of flying was a contributing factor.

### ACN: 1742856 (29 of 196)

**Synopsis**  
First Officer reported setting the incorrect flaps resulting in an immediate rejected takeoff after receiving a configuration warning.

### ACN: 1742825 (30 of 196)
Synopsis
Air carrier Captain reported operating flights with an incorrect MEL applied. The flight deck sanitizing process was cited as a reason for not closely reviewing the logbook and MEL.

ACN: 1742814 (31 of 196)

Synopsis
Corporate Captain reported experiencing an undershoot of a crossing restriction and cited lack of recent flying experience due to the COVID-19 pandemic as a contributing factor.

ACN: 1742780 (32 of 196)

Synopsis
GA pilot reported not being sure if he was cleared into Class B Airspace. Reportedly, the decision to fly into Class B airspace was based on the lack of traffic due to the COVID-19 pandemic.

ACN: 1742767 (33 of 196)

Synopsis
Pilot reported being switched from Approach to Tower, but dialed incorrect frequency resulting in a go-around.

ACN: 1742760 (34 of 196)

Synopsis
GA pilot reported forgetting to turn on Navigation Lights so the ADS-B would activate.

ACN: 1742716 (35 of 196)

Synopsis
Flight Attendant reported a passenger's displeasure with other passengers not wearing masks.

ACN: 1742698 (36 of 196)

Synopsis
Flight crew reported climbing 500 feet above assigned block altitudes and cited COVID-19 conversation distractions and fatigue as contributing factors.

ACN: 1742622 (37 of 196)

Synopsis
Center Controller reported a loss of separation event due to being distracted while cleaning equipment.
**ACN: 1742507 (38 of 196)**

**Synopsis**
Air carrier First Officer requested guidance in a scenario where two air carrier pilots, neither of whom has flown within the prior 90 days due to the new 2-month FAA extension, are operating on the same flight. The First Officer expressed concern regarding the issue of pilot currency versus pilot proficiency.

**ACN: 1742475 (39 of 196)**

**Synopsis**
Air carrier Captain reported that the aircraft departed with passenger distribution data different from the actual distribution due to one passenger changing seats. The Captain noted the aircraft was very lightly loaded and it was important to ensure an accurate record of passenger location, as this could affecting weight and balance data.

**ACN: 1742319 (40 of 196)**

**Synopsis**
Pilot reported having to descend to avoid a collision, then realized aircraft may have been too low over a group of people.

**ACN: 1742312 (41 of 196)**

**Synopsis**
Pilot reported wind gust caused the aircraft to porpoise twice during landing causing minor propeller damage. Pilot cited lack of flying as a contributing factor.

**ACN: 1742311 (42 of 196)**

**Synopsis**
Instructor pilot reported thinking Tower instructions for them were for another aircraft resulting in a heading deviation. Reporter cited Tower staffing issues due the COVID-19 pandemic as a contributing factor.

**ACN: 1742273 (43 of 196)**

**Synopsis**
Flight Attendant reported a passenger cleaned the seat with bleach. Bleach was removed from aircraft and flight departed.

**ACN: 1742271 (44 of 196)**

**Synopsis**
Flight Attendant reported difficulty and confusion with guidelines when trying to enforce the mandatory mask requirement.
| ACN: 1742175 (45 of 196) | **Synopsis**  
Pilot reported experiencing an altitude deviation during departure. Reporter cited routing clearance issues and lack of flying due to the COVID-19 pandemic as contributing factors. |
| --- | --- |
| ACN: 1742161 (46 of 196) | **Synopsis**  
Pilot reported being unsure if he had a release to get airborne on a flight. Fatigue from COVID-19 restrictions was cited as a contributing factor. |
| ACN: 1742159 (47 of 196) | **Synopsis**  
Pilot reported after landing a crosswind took control of the aircraft causing a runway excursion. |
| ACN: 1742152 (48 of 196) | **Synopsis**  
Pilot reported landing without clearance and cited the COVID-19 environment as a contributing factor. |
| ACN: 1742122 (49 of 196) | **Synopsis**  
Flight Attendant reported requesting a passenger be moved to accommodate for COVID-19 social distancing. Passenger was not moved and in the process Flight Attendant forgot to brief emergency row. |
| ACN: 1742121 (50 of 196) | **Synopsis**  
Flight Attendant reported not being informed of passengers on the aircraft with COVID-19 symptoms until after airborne. |
| ACN: 1742058 (51 of 196) | **Synopsis**  
Air carrier First Officer reported taking off without a required alternate. A delay due to spraying for COVID-19 was cited as a contributing factor. |
| ACN: 1742028 (52 of 196) | **Synopsis** |
Air carrier Captain reported that airline is not following the SAFO2009 guidance during the COVID-19 pandemic.

**ACN: 1742024 (53 of 196)**

**Synopsis**
Air carrier Captain reported a passenger was removed from flight due to exhibiting COVID-19 symptoms. Reporter suggested masks should be mandatory for all passengers and there should be screening for COVID-19 symptoms at security checkpoints.

**ACN: 1742005 (54 of 196)**

**Synopsis**
Air carrier flight crew reported not calling Ramp before taxiing.

**ACN: 1741998 (55 of 196)**

**Synopsis**
Center Controller reported working 3 sectors combined during the COVID-19 pandemic and did not point out an aircraft resulting in an airspace violation.

**ACN: 1741968 (56 of 196)**

**Synopsis**
Instructor pilot reported that while flying with a student they struck the ground with the tail of the aircraft during landing.

**ACN: 1741944 (57 of 196)**

**Synopsis**
Flight Attendant reported catering personnel were not wearing masks, and a non-revenue pilot was not complying with mask usage until pilot was asked twice to comply.

**ACN: 1741926 (58 of 196)**

**Synopsis**
Air carrier Captain reported they departed with the flight release form still in the aircraft. Reportedly, ramp personnel forgot the form in the aircraft after the crew had handed it to them.

**ACN: 1741905 (59 of 196)**

**Synopsis**
Air carrier flight crew reported landing without a clearance. The Captain made reference to lack of flying time in recent weeks as a contributing factor.
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<tr>
<th>ACN: 1741873 (60 of 196)</th>
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<tr>
<td><strong>Synopsis</strong></td>
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<td>Center Controller and Front Line Manager reported an airborne conflict event while working Center airspace along with three other Approach Control airspaces.</td>
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<tr>
<th>ACN: 1741854 (61 of 196)</th>
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<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Pilot reported flying out of radio contact with the Center due to complacency from the reduction of air traffic caused by the COVID-19 pandemic.</td>
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<th>ACN: 1741839 (62 of 196)</th>
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<td><strong>Synopsis</strong></td>
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<td>Air carrier Captain reported issues with the passenger count on board and social distance seating guidelines which delayed the flight.</td>
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<tr>
<th>ACN: 1741756 (63 of 196)</th>
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<tr>
<td><strong>Synopsis</strong></td>
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<tr>
<td>Flight Attendant reported being asked to continue flying after being notified of being in contact with a crew member who had tested positive for COVID-19.</td>
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<th>ACN: 1741713 (64 of 196)</th>
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<td><strong>Synopsis</strong></td>
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<td>Pilot reported doing pattern work, practice landings and takeoffs at an airport that had been NOTAMed closed.</td>
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<th>ACN: 1741701 (65 of 196)</th>
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<td><strong>Synopsis</strong></td>
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<td>GA pilot reported landing on a closed runway, that was NOTAMed closed after pilot had already checked NOTAMs and had departed.</td>
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<th>ACN: 1741693 (66 of 196)</th>
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<td><strong>Synopsis</strong></td>
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<tr>
<td>Flight Attendant reported a passenger asked for a different seat, but Flight Attendant was unable to comply with the request due to social distancing concerns from other passengers.</td>
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<th>ACN: 1741691 (67 of 196)</th>
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<td><strong>Synopsis</strong></td>
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Flight Attendant reported they found a 3/4 used cigarette on the aircraft while doing initial inspections and wondered how the cleaning crew missed it. Also, there were no alcohol based cleaning/sanitation supplies on the aircraft.

ACN: 1741688 (68 of 196)

Synopsis
Flight Attendant reported initially forgetting to move the door flag to the disarmed position due distraction from putting a mask on to avoid COVID-19 exposure.

ACN: 1741683 (69 of 196)

Synopsis
Flight Attendant reported an immediate burning sensation in eyes/nose/throat/lungs and an immediate headache, from the cleaning products used to combat COVID-19.

ACN: 1741644 (70 of 196)

Synopsis
Air carrier Captain reported pushing back before brakes were released causing the tow bar shear pin to break.

ACN: 1741632 (71 of 196)

Synopsis
Pilot reported flying aircraft with an overdue inspection.

ACN: 1741625 (72 of 196)

Synopsis
Air carrier Captain reported smelling a burning smell during cruise. Post-flight Maintenance briefing advised the pilots alcohol from wipes may be shorting out wires.

ACN: 1741536 (73 of 196)

Synopsis
Pilot reported being outside of flight currency requirements and cited distraction from the COVID-19 pandemic as a contributing factor.

ACN: 1741533 (74 of 196)

Synopsis
Pilot reported experiencing an altitude deviation and cited lack of flying due to the COVID-19 pandemic as a contributing factor.

ACN: 1741509 (75 of 196)
Synopsis
Two flight attendants reported having to work a flight a few days later after being on a flight with a passenger who had tested positive for COVID-19.

ACN: 1741474 (76 of 196)

Synopsis
Air carrier Captain reported being notified that he had operated a flight with the vertical stabilizer probe covers on during flight.

ACN: 1741452 (77 of 196)

Synopsis
Air carrier flight crew reported mistakes in flight release documentation relating to the number of jumpseaters on board.

ACN: 1741398 (78 of 196)

Synopsis
Air carrier Captain reported significant safety compromises with wearing face masks during the COVID-19 pandemic and associated problems with oxygen masks.

ACN: 1741389 (79 of 196)

Synopsis
TRACON Controller working COVID-19 schedule reported a loss of separation between two IFR aircraft while accidentally providing VFR instructions to one of the aircraft.

ACN: 1741388 (80 of 196)

Synopsis
TRACON Controller reported a loss of separation due to an aircraft taking too long to turn inbound on the approach. Controller made reference to COVID-19 related issues contributing to the event.

ACN: 1741300 (81 of 196)

Synopsis
Ground employee expressed concern over being the only employee who wears a face mask and works in close proximity with other team employees.

ACN: 1741275 (82 of 196)
Corporate pilot reported turning the wrong direction to a heading issued by ATC. The pilot stated they were new to the airplane and had not flown much recently due to the COVID-19 pandemic.

**ACN: 1741266 (83 of 196)**

**Synopsis**
GA flight instructor reported lining up on final approach with a runway parallel to the assigned runway. Cited as contributing were weather conditions and a lack of recent proficiency flights due to the COVID-19 pandemic.

**ACN: 1741227 (84 of 196)**

**Synopsis**
Air carrier Captain misread the BOW (Basic Operating Weight) placard which resulted in a weight and balance miscalculation. The placard had become distorted and worn due to COVID-19 cockpit cleaning procedures.

**ACN: 1741215 (85 of 196)**

**Synopsis**
Air carrier Captain reported being notified by the company of a possible exposure to COVID-19 through another crew member. The Captain expressed concern that deadheading crew was notified before the on-duty crew and suggested that they should have been removed from duty sooner.

**ACN: 1741192 (86 of 196)**

**Synopsis**
Air taxi pilot reported that while deviating around thunderstorms, the track resulted in flying farther offshore than allowed by company Ops Specs. The pilot noted that due to COVID-19 the co-pilot's overwater training had been cancelled.

**ACN: 1741165 (87 of 196)**

**Synopsis**
Air carrier Captain reported an altitude overshoot during approach and cited reduced flying as a contributing factor.

**ACN: 1741125 (88 of 196)**

**Synopsis**
Air carrier Captain reported various issues relating to the COVID-19 pandemic including FAs not properly using masks, passenger complaints regarding seating issues and lack of flying time.
Synopsis
Pilot reported executing the wrong missed approach procedure after not being issued missed approach instructions. ATC cleared the pilot for the approach and issued instructions to contact airport advisory frequency, however there was no such frequency published for the airport and the Tower was closed due to the COVID-19 pandemic.

ACN: 1741074 (90 of 196)

Synopsis
Flight Attendant reported a passenger vomited throughout aircraft causing aircraft to be taken out of service after landing at destination. Flight Attendant suggested passengers should wear masks and have their temperature checked prior to boarding during the COVID-19 pandemic.

ACN: 1741073 (91 of 196)

Synopsis
Flight Attendant reported a passenger brought on board a smelly spray container made with an alcohol base mixture. Passenger reportedly started spraying walls, windows, seats and armrests.

ACN: 1741072 (92 of 196)

Synopsis
Flight attendant reported passenger sneezed directly into Flight Attendant's face without attempting to cover the sneeze. Flight Attendant suggested passengers should be given hygiene tips during pre-boarding announcements.

ACN: 1741053 (93 of 196)

Synopsis
Air carrier Captain reported being scheduled a flight at full passenger capacity and was concerned about social distancing and exposure to COVID-19.

ACN: 1741023 (94 of 196)

Synopsis
Ground employee reported concerns about having to wear commonly shared wireless headsets during the COVID-19 pandemic.

ACN: 1741022 (95 of 196)

Synopsis
Air carrier ground crew reported that while repositioning an aircraft in a remote parking location, the wing struck an adjacent parked aircraft. The crew reported that the move was done to fit more aircraft into the parking location.
Air carrier Captain reported inadvertently flying with an expired FMC database. The Captain noted that distractions due to numerous added cautions for cockpit cleanliness may have contributed.

Air carrier pilot expressed concern about the safety aspect of the FAA's extension of the landing currency requirement from 90 to 180 days.

Flight Attendant reported wearing a personal face mask while demonstrating oxygen mask use during the pre-departure safety briefing. The Flight Attendant was concerned that passengers would think it would be acceptable to place an oxygen mask over a personal mask.

Air carrier First Officer reported no sani-wipes were on the aircraft, nor available from operations.

Ground employee reported the use of shared headsets exposes ramp employees to COVID-19.

Ground employee reported two team members were less than 6 feet apart and not in accordance with social distancing government guidelines.

Flight crew reported having to move passengers from two rows for weight and balance causing a delay, and then once airborne crew was told they took off with incorrect final weights.
### ACN: 1740815 (103 of 196)

**Synopsis**  
Flight crew reported a similar callsign issue resulting in a takeoff without clearance. The crew attributed this to a lack of alertness and complacency due to the irregular times.

### ACN: 1740811 (104 of 196)

**Synopsis**  
Center Controller also working Approach Control airspace due to the COVID-19 pandemic, reported communication issues with another Approach facility resulting in an airborne conflict.

### ACN: 1740805 (105 of 196)

**Synopsis**  
TRACON Controller reported that while working traffic at a combined position during COVID-19 reduced staffing period, they experienced a loss of separation.

### ACN: 1740738 (106 of 196)

**Synopsis**  
Air carrier flight crew reported receiving a flap setting warning horn during initial power push for takeoff. The Captain cited lack of sleep as a contributing factor.

### ACN: 1740708 (107 of 196)

**Synopsis**  
Air carrier Captain reported that during recurring ground training individuals did not always wear a mask to protect from COVID-19 exposure.

### ACN: 1740686 (108 of 196)

**Synopsis**  
Ground employee reported a flight departed with incorrect weight and balance numbers. Reporter cited COVID-19 guidelines and social distancing issues as contributing to the event.

### ACN: 1740684 (109 of 196)

**Synopsis**  
Air carrier Captain reported being advised after departure that a passenger's family member had been exposed to COVID-19. The crew followed proper CDC protocol at destination.

### ACN: 1740683 (110 of 196)
Synopsis
Air carrier First Officer reported no Personal Protective Equipment (PPE) or sanitizing equipment were provided for a round trip flight.

ACN: 1740640 (111 of 196)

Synopsis
Flight Attendant reported concerns about safety and security issues relating to new COVID-19 jumpseat arrangements and social distancing guidelines.

ACN: 1740585 (112 of 196)

Synopsis
Flight Attendant reported concerns with another Flight Attendant bringing a passenger on the shuttle bus and flight during the COVID-19 pandemic.

ACN: 1740550 (113 of 196)

Synopsis
Air carrier Captain reported no sanitation equipment was available for use while at a foreign destination during the COVID-19 pandemic.

ACN: 1740533 (114 of 196)

Synopsis
GA pilot had a Class B airspace incursion after assuming they were cleared through the airspace by ATC.

ACN: 1740532 (115 of 196)

Synopsis
GA pilot reported flying formation with the wrong aircraft. Reporter cited a number of contributing factors that led to this confusion.

ACN: 1740524 (116 of 196)

Synopsis
GA pilot reported a flight over homes may have been too low.

ACN: 1740521 (117 of 196)

Synopsis
Technician reported an aircraft was supposed to be deep cleaned after possible COVID-19 contamination, but when cleaners where questioned they had not been advised to deep clean the aircraft.
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<th>ACN: 1740471</th>
<th>118 of 196</th>
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<tr>
<td><strong>Synopsis</strong></td>
<td>Air carrier flight crew reported being exposed to COVID-19 from another pilot and having to self quarantine after notification.</td>
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<tr>
<th>ACN: 1740411</th>
<th>119 of 196</th>
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<tr>
<td><strong>Synopsis</strong></td>
<td>Pilot reported experiencing a track/heading deviation. Pilot stated the deviation occurred in part due to flying with an inexperienced co-pilot.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACN: 1740402</th>
<th>120 of 196</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Technician reported that employees are not being issued PPE, especially masks, which are needed to avoid contracting the COVID-19 virus.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>ACN: 1740401</th>
<th>121 of 196</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported a passenger complained about a deadheading pilot who was coughing and requested deadheading pilot put on a mask. Passenger ended up moving to a different seat.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>ACN: 1740396</th>
<th>122 of 196</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported concerns with being pressured to board early with only a few passengers. Flight Attendant stated it would be best to avoid boarding unnecessarily early to minimize the time of possibly being exposed to COVID-19.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACN: 1740373</th>
<th>123 of 196</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Corporate First Officer reported descending prior to a crossing restriction during arrival. First Officer referenced being distracted talking about COVID-19 related logistical issues that may have contributed to the event.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACN: 1740337</th>
<th>124 of 196</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported thinking she was drinking out of her own cup and realized cleaners had put a different used cup in place, and was concerned about possible COVID-19 exposure.</td>
</tr>
</tbody>
</table>
Synopsis
Ground employee reported a person came to work after a family member had allegedly tested positive for COVID-19.

Synopsis
Air carrier flight crew reported many delays encountered to get a flight going that eventually departed the next day.

Synopsis
Air carrier pilot reported concerns with the inability to maintain proper social distancing in the cockpit during the COVID-19 pandemic. Reporter suggested guidelines should allow for pilots to wear surgical masks in the cockpit during this time to minimize COVID-19 exposure.

Synopsis
GA pilot reported experiencing a taxiway incursion citing multiple distractions and other human factors as contributing to the event.

Synopsis
Flight Attendant reported concerns with passenger use of masks during the COVID-19 pandemic and the lack of instructions to remove them in order use the oxygen masks in case of a rapid decompression.

Synopsis
Flight Attendant reported a passenger was coughing in the gate area making the crew and other passengers uncomfortable due to the COVID-19 pandemic.

Synopsis
Air carrier Captain reported pushing without contacting ground, citing COVID-19 operations as the reason for disrupting flows and habits.
Synopsis
Maintenance Technician reported questions and concerns relating to cleaning techniques for aircraft during the COVID-19 pandemic.

**ACN: 1740092 (133 of 196)**

Synopsis
General Aviation pilot flying VFR reported experiencing an airborne conflict with an airliner. Pilot stated that lighter traffic during the COVID-19 pandemic was a factor in the decision to not contact ATC, which may have contributed to the event.

**ACN: 1740086 (134 of 196)**

Synopsis
Flight Attendant suggested changing the safety announcement during the COVID-19 pandemic to include instructions for passengers to remove their personal protective masks before donning drop-down oxygen masks.

**ACN: 1739963 (135 of 196)**

Synopsis
Technician reported a Supervisor made two calls before reluctantly providing him with a mask. Technician stated they are not adequately being supplied with PPE equipment during the COVID-19 pandemic.

**ACN: 1739948 (136 of 196)**

Synopsis
Air carrier Captain reported that the crew was transported to the aircraft in the same bus as the passengers to a remote hard stand, and that a separate bus would lessen the risk of exposure to COVID-19.

**ACN: 1739882 (137 of 196)**

Synopsis
Center Controller reported that while working through COVID-19 Operations, they became very busy working combined sectors resulting in an airborne conflict.

**ACN: 1739830 (138 of 196)**

Synopsis
Flight Attendant reported a passenger violated COVID-19 social distancing rules when approaching the galley mid-flight to ask for a beverage.

**ACN: 1739795 (139 of 196)**
Synopsis
Air carrier Captain reported having to ferry a flight for storage due the COVID-19 pandemic without correct maintenance release documentation.

ACN: 1739792 (140 of 196)

Synopsis
Air carrier Captain reported questions and concerns relating to the new spraying/fogging procedure for aircraft during the COVID-19 pandemic.

ACN: 1739663 (141 of 196)

Synopsis
Flight Attendant reported they are not being provided with adequate cleaning supplies and sanitizers during the COVID-19 pandemic. Flight Attendant also expressed concern with the flight being overstaffed for no reason.

ACN: 1739613 (142 of 196)

Synopsis
Air carrier flight crew reported conducting an unstable approach to a landing into an unfamiliar airport. The crew cited flying frequency as the main cause attributed to a reduction of flights during the COVID-19 pandemic.

ACN: 1739597 (143 of 196)

Synopsis
Center Controller reported management was not following COVID-19 related facility policy for social distancing.

ACN: 1739596 (144 of 196)

Synopsis
Center Controller reported holding several aircraft due to weather at intended airport, interacting with TMU, lining aircraft up 20 MIT, then after the first three aircraft the Controller was told to hold remaining aircraft. Controller reported that due to the COVID-19 pandemic he did not call for D- Side help because of social distancing concerns.

ACN: 1739595 (145 of 196)

Synopsis
Flight Attendant expressed concern that attending a scheduled recurrent training class with a group of flight attendants could increase the risk of spreading the COVID-19 virus to other crew members and passengers.

ACN: 1739577 (146 of 196)
Synopsis
Technician reported being told the aircraft was "okay" to board, but received no documentation stating the aircraft was properly sanitized.

ACN: 1739520 (147 of 196)

Synopsis
Air carrier First Officer reported the flight crew decided not to write up a minor in-flight equipment malfunction as a discrepancy, which might not be deferrable. The decision was due, in part, to the crew's uncertainty around recent changes in COVID-19 screening procedures at the destination airport.

ACN: 1739456 (148 of 196)

Synopsis
Dispatcher reported a similar callsign issue and cancellations attributed in part to COVID-19 pandemic related work environment.

ACN: 1739384 (149 of 196)

Synopsis
Maintenance Technician reported a collision with an object while taxing aircraft for maintenance. The rush to ground planes due to the COVID-19 pandemic was referenced as a contributing factor.

ACN: 1739379 (150 of 196)

Synopsis
Flight Attendant reported having difficulty clarifying the company's current policy on the use of shared jumpseats and social distancing. The Flight Attendant occupied a passenger seat during takeoff and landing, rather than the assigned jumpseat. After the flight, the Flight Attendant found that jumpseat policy changes had not been put in place.

ACN: 1739319 (151 of 196)

Synopsis
Air carrier First Officer expressed concern about the erosion of skills and knowledge while awaiting OE and consolidation flights. A restrictive flight schedule due to the COVID-19 pandemic was cited as contributing.

ACN: 1739228 (152 of 196)

Synopsis
GA pilot had difficulty finding a flight instructor during the COVID-19 pandemic to conduct a flight review.

ACN: 1739176 (153 of 196)
Synopsis
Air carrier flight crew reported the aircraft had a bounced landing resulting in a go-around. The crew cited the handling and performance characteristics of the lightly loaded aircraft as a contributing factor.

ACN: 1738848 (154 of 196)

Synopsis
Ground employee reported problems associated with sharing headsets.

ACN: 1738713 (155 of 196)

Synopsis
Air carrier Captain reported that due to weight and balance needs, the Operations Agent directed passengers on a nearly empty flight to sit close together, violating social distancing requirements. The Captain suggested that weight and balance be reworked to allow appropriate spacing between passengers.

ACN: 1738687 (156 of 196)

Synopsis
Flight crew reported landing without clearance due to fatigue and lack of recent flying assignments due to COVID-19-related decrease in flights.

ACN: 1738676 (157 of 196)

Synopsis
Reporter was concerned that there weren't safety masks or respirators available for use.

ACN: 1738653 (158 of 196)

Synopsis
Flight crew member reported the bag containing protective gear for COVID-19 was not boarded on the aircraft, and that the on duty in-flight Supervisor directed the crew to depart without the bag.

ACN: 1738644 (159 of 196)

Synopsis
Flight crew member reported the company was sending crews out during pandemic without proper safety equipment.

ACN: 1738571 (160 of 196)

Synopsis
Air carrier ramp agent reported being uncomfortable with a company procedure requiring wearing shared headsets amidst the COVID-19 pandemic.

**ACN: 1738454 (161 of 196)**

**Synopsis**
Flight Attendant reported that a crewmember had possibly been exposed to COVID-19. For social distancing purposes, Flight Attendant sat in a cabin seat for takeoff and landing.

**ACN: 1738408 (162 of 196)**

**Synopsis**
Air carrier flight crew reported the ATC Tower changed hours of operation and was closed due to COVID-19, resulting in a takeoff before curfew ended.

**ACN: 1738292 (163 of 196)**

**Synopsis**
Air carrier flight crew reported an erroneous frequency change that resulted in a track heading deviation.

**ACN: 1738277 (164 of 196)**

**Synopsis**
Ground personnel reported that persons exposed to COVID-19 were allowed to continue to work.

**ACN: 1738151 (165 of 196)**

**Synopsis**
Ground employee reported concern over his employer's Coronavirus related procedures.

**ACN: 1738150 (166 of 196)**

**Synopsis**
Load Planner expressed concern about Coronavirus related company procedures that resulted in personnel being seated too close to one another.

**ACN: 1738146 (167 of 196)**

**Synopsis**
Ramp employee expressed concern about Coronavirus related company procedures.

**ACN: 1738143 (168 of 196)**
Air carrier First Officer reported the company training center and simulators could benefit from more sanitation and cleaning supplies for staff and trainees in order to support a safe training environment. The crew member suggested that the company pursue FAA approval to extend training events deadlines in order to have time to deep clean the training facility.

**ACN: 1738069 (169 of 196)**

**Synopsis**
Flight Attendant stated preoccupation with COVID-19 concerns resulted in forgetting to bring the EFB to work.

**ACN: 1738047 (170 of 196)**

**Synopsis**
Dispatcher reported prior to flight departure, a required alternate airport was NOTAMed unavailable due to COVID-19.

**ACN: 1738026 (171 of 196)**

**Synopsis**
Air carrier Captain reported receiving a TCAS RA related to an abnormally high climb rate associated with very lightly loaded aircraft because of the COVID-19 pandemic.

**ACN: 1737991 (172 of 196)**

**Synopsis**
Ramp agent reported working too close to others and not having sufficient antiseptic wipes.

**ACN: 1737824 (173 of 196)**

**Synopsis**
Center Controller reported unusual traffic flows due to COVID-19 and its effect on the normal workload.

**ACN: 1737774 (174 of 196)**

**Synopsis**
Flight Attendant reported not following procedures during the disarming of doors after the arrival and stated distraction and anxiety about COVID-19 contributed to the event.

**ACN: 1737730 (175 of 196)**

**Synopsis**
First Officer reported concerns with having to ride a bus full of cramped passengers from the gate to the aircraft increasing their risk of being exposed to Coronavirus.

**ACN: 1737668** *(176 of 196)*

**Synopsis**
Ground employee reported the employee bus carries more than 10 passengers and 6 feet social distancing separation is impossible.

**ACN: 1737577** *(177 of 196)*

**Synopsis**
Center Controller reported that under-staffing due to COVID-19 has resulted in numerous aircraft reroutes.

**ACN: 1737462** *(178 of 196)*

**Synopsis**
Flight Attendant reported lack of disinfectant wipes and cleaning agents on the round trip flight.

**ACN: 1737150** *(179 of 196)*

**Synopsis**
Dispatcher reported a lack of personal protection equipment and improper cleaning and sanitizing of the dispatchers' office.

**ACN: 1737116** *(180 of 196)*

**Synopsis**
Air carrier flight crew received a momentary EGPWS terrain warning while turning base on a nighttime visual approach. The flight continued to a safe landing. The crew noted that distraction due to the COVID-19 pandemic, its impact on the company, and family concerns contributed to the event.

**ACN: 1737091** *(181 of 196)*

**Synopsis**
Center Controller In Charge reported an unacceptable workload was placed on the facility which resulted in controllers being unable to practice social distancing at the facility.

**ACN: 1737008** *(182 of 196)*

**Synopsis**
Air Carrier Captain reported that concerns about COVID-19 and possible furlough resulted in an unstabilized approach.
<table>
<thead>
<tr>
<th>ACN: 1736933 (183 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Gate Agent reported computers at this company's terminal need a deep cleaning for employee safety. The only cleaning items currently available are wipes.</td>
</tr>
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<thead>
<tr>
<th>ACN: 1736891 (184 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Air Carrier Captain reported being unable to obtain hand sanitizers at base and throughout other company locations.</td>
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<tr>
<th>ACN: 1736477 (185 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Ground employee reported the lack of sanitizing agents especially in the clock in/out areas.</td>
</tr>
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<tr>
<th>ACN: 1736437 (186 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Air Carrier Captain reported the crew made the decision to suspend in-flight service for COVID-19 social distancing reasons contrary to company policy.</td>
</tr>
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<tr>
<th>ACN: 1736368 (187 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Maintenance Technician reported an aircraft arrived at the facility as a result of a &quot;Corona issue&quot; and needed deep cleaning. The Maintenance Technician reported that there are no policies in place for this issue.</td>
</tr>
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<tr>
<th>ACN: 1736305 (188 of 196)</th>
</tr>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Flight Attendants reported concerns about a sick passenger in their flight.</td>
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<tr>
<th>ACN: 1736278 (189 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
<tr>
<td>Dispatcher reported a NOTAM runway closure was overlooked due to the increased workload created by the COVID-19 pandemic.</td>
</tr>
</tbody>
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<tr>
<th>ACN: 1735831 (190 of 196)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
</tr>
</tbody>
</table>
Flight Attendant reported ill passengers on the flight and was concerned regarding lack of COVID-19 testing for the crew.

**ACN: 1734918 (191 of 196)**

**Synopsis**
Dispatcher reported there was concern and confusion regarding an ill passenger due to the lack of defined policy and procedures for situations involving COVID-19.

**ACN: 1734850 (192 of 196)**

**Synopsis**
Air Carrier Captain reported there were no protective gloves on the aircraft nor available at the station.

**ACN: 1734659 (193 of 196)**

**Synopsis**
Air Carrier Captain reported the only available means to clean the crew O2 mask was to use SaniWipes, which are reportedly inadequate.

**ACN: 1733973 (194 of 196)**

**Synopsis**
Flight Attendant reported the aircraft departed with one working lavatory sink which impacted the ability of crew and passengers to wash their hands to help prevent the spread of COVID-19.

**ACN: 1733947 (195 of 196)**

**Synopsis**
Flight Attendant reported one lavatory sink inoperative and no hand soap available on multiple flights.

**ACN: 1733143 (196 of 196)**

**Synopsis**
Air carrier pilot gave suggestions to improve passenger safety during the COVID-19 pandemic.
Report Narratives
ACN: 1743932  (1 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

Environment
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 5
Light: Daylight
Ceiling. Single Value: 5000

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number. Accession Number: 1743932
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
Taxiing out for takeoff in ZZZ, Ground Control cleared us to taxi to Runway XXL. One minute later, ATC then said to change runway to XXR. We, as the crew, accomplished the runway change checklist and got all set for takeoff. ZZZ Tower cleared us for takeoff on Runway XXR. As we lined up on the runway, the Captain gave me control of the aircraft. I advanced the thrust levers and called "Set Takeoff Thrust." Approaching what I believe was the 80 knot call, I heard a transmission from ZZZ Tower saying "Flight XX Cancel takeoff clearance if able." The Captain resumed control of the aircraft and rejected the takeoff. We stopped on the runway, and turned off and queried ATC as to why we were asked to cancel the takeoff. We were informed that ZZZ Center was having staffing issues and they didn't want us in the air quite yet. We as a crew felt that was not an appropriate reason to reject given the phase of flight, and because of this we incurred a 30 minute delay and put excessive wear on the tires and brakes on the airplane. In the future, I would recommend that staffing issues of an air traffic control facility are not justified causes for rejected a takeoff in a heavy jet airliner and once a takeoff clearance is issued, unless there is an imminent emergency, the takeoff is not rejected.

Approaching 80 kts during the takeoff, ATC said "Flight AB, if you can, cancel takeoff clearance." The 80 knot call was missed and the reject was initiated around 95 knots. We cleared the runway to the right on XX taxiway and then held on XY taxiway for 20 minutes for the brake temps to decrease from 320 degrees to less than 150 degrees with the fans ON. As we were waiting, I asked ATC what the reason for the cancellation of the takeoff clearance. He said ZZZ Center was getting saturated with the current staffing issue. Runway XXL was closed at our departure time. We were cleared to cross XXL and cleared for takeoff XXR. From that clearance to the reject was maybe 2 minutes or so. While hearing ATC ask us to reject, I didn't know if someone had crossed XXR downfield, were we on fire, was there smoke, was there a vehicle or person on the runway. Had I known it was for ZZZ Center saturation, I would have elected to continue the takeoff. Had we
continued the takeoff, would we have continued on course, maybe hold or been given vectors, or stay at a lower altitude until ZZZ Center accepted us. I don't know, but any of those would be a better option than a reject. If ATC was saturated, whether ZZZ1 or ZZZ Center, having us reject was not the best course of action. Had we been at a higher speed and still rejected this would have been a lot worse. Fuse plugs on the mains would have let go causing X flat tires, fire trucks rolled, we'd be unable to clear the runway, and the airport would have closed. In the future, if Center is busy and we are on the roll, ATC should not ask us to reject our takeoff.

**Synopsis**

Air carrier flight crew reported that Tower instructed them to abort the takeoff roll which was requested by the ARTCC facility due to traffic and staffing issues and could not yet accept the flight into their airspace.
**Time / Day**

Date : 202005
Local Time Of Day : 0601-1200

**Place**

Locale Reference.ATC Facility : ZZZ.ARTCC
State Reference : US
Altitude.MSL.Single Value : 39000

**Environment**

Flight Conditions : VMC
Light : Daylight

**Aircraft**

Reference : X
ATC / Advisory.Center : ZZZ
Make Model Name : Medium Transport
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 91
Flight Plan : IFR
Flight Phase : Cruise
Route In Use : Direct

**Person**

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Flight Instructor
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 8100
Experience.Flight Crew.Last 90 Days : 30
Experience.Flight Crew.Type : 700
ASRS Report Number.Accession Number : 1743906
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : ATC

**Events**

Anomaly.ATC Issue : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Became Reoriented
Result.Flight Crew : Overcame Equipment Problem
Result.Flight Crew : Requested ATC Assistance / Clarification
Assessments

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

Narrative: 1

On IFR cross-country ferry flight from ZZZ to ZZZ1, we were level at FL390 and ZZZ Center switched us to XYY.ZA crossing into State X. We checked on to the frequency, but heard no response. We decided to wait and check-in again in the event there was a Controller switch or other delay. We mistakenly waited too long to make contact with ARTCC via charted frequency or guard frequency, because several minutes later we realized we hadn't been called or heard other aircraft. Quiet ARTCC frequencies have become more prevalent during the COVID-19 travel restrictions and low air traffic volume. We attempted contact one more time on XYY.ZA and got no response, so then we looked up the ZZZ Center frequency for our location on the IFR chart and immediately reestablished contact with ZZZ Center. No unusual comments from the Controller. Flight was uneventful from that point.

We may have been transferred to an incorrect frequency, as both pilots remembered hearing XYY.ZA. I don't think we were monitoring XBX.A, as our VHF radio does not have a specific guard monitoring feature. We were monitoring BCY.Z on our UHF radio. We should have been more timely in establishing contact with previous center sector or charted frequency once our initial call was unanswered. No traffic conflicts were reported by ATC, and no questions or queries about the event by any ATC facility.

Synopsis

Pilot reported that after checking in on Center frequency, no response was received for some time. The pilot delayed locating an alternative frequency due to the quiet frequencies that have become prevalent during COVID-19 reduction in air traffic volume.
**Time / Day**
- Date: 202005
- Local Time Of Day: 0601-1200

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

**Aircraft**
- Reference: X
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Operating Under FAR Part: Part 121
- Flight Phase: Parked

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Door Area
- Reporter Organization: Air Carrier
- ASRS Report Number: Accession Number: 1743857
- Human Factors: Training / Qualification
- Human Factors: Situational Awareness

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector: Person: Flight Attendant
- When Detected: Aircraft In Service At Gate
- Result: General: None Reported / Taken

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

**Narrative: 1**

Upon arrival, as the A FA, I made disarming announcement, disarmed door and cross checked my door (L1) and the R1 door. I then waited for jet bridge and CSA, gave thumbs up, waited for knock, then opened door. As I was opening I heard the interphone "ring." The D answered it. After I stepped away from door to let guests off, I asked the D what the back FAs needed. The D stated that they were relaying that the AFT doors were disarmed. I had forgotten to call them.

I take full responsibility. I rarely fly A, and due to COVID, I haven't been on an airplane in almost 2 months. I was trying to go slow and be cautious. But missed that important step.
Air carrier Flight Attendant reported forgetting to notify other FAs that the AFT doors were disarmed. Flight Attendant stated not having been in an airplane for an extended time due to the COVID-19 pandemic contributed to the event.
I was flying in A position. About 20 minutes into the flight a passenger began coughing violently in row X window seat Captain's side. I went over, passenger threw up in mask. I was about 2 feet away to help assist. I gave passenger napkins, a new mask, and several double bagged trash bags. I went to ask how passenger felt. Passenger said very nauseous and ate before flight and usually never eats before flight. Flies all the time. I said okay. I turned on air vent and put a cool towel on passenger's head and gave passenger water. I told passenger to ring me again for anything. Ten minutes later I heard
passenger wheezing and coughing again. Passenger's mask was off and was puking in the bag. Again I was two feet away. Passenger was retching and coughing in my face. I told passenger to put a mask on in order for me to assist safely. Passenger did. I asked passenger to tell me what's going on again and if oxygen [was needed] or for me to call for medical personnel on board. Passenger declined both. Passenger can't breathe and feels hot. I call the Captain and tell him what is happening. Based on the coughing and hotness alone he and [I] both decided EMT's should meet the flight during this pandemic. Passenger doesn't throw up anymore. We land. EMT's are there upon arrival along with supervisors and gate agent. I tell the supervisors, gate agent and airport personnel what happened. The EMT's said passenger had airsickness and left. I called the base and spoke to Person A. I told her what happened and my concerns and that I wanted to take a test since passenger coughed directly in my face and the puke bag with bodily fluid was open. I was told by Person A and Person B, because I notified them of the incident if I test positive, I will not be pulled with pay, since I notified them. The supervisors need to have correct information if exposed to COVID-19 while on duty.

Synopsis

Air carrier Flight Attendant reported interacting with a sick passenger in flight who was possibly exhibiting COVID-19 symptoms.
Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

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

Component
Aircraft Component: Transponder
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Captain
Qualification. Flight Crew: Instrument
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Multiengine
ASRS Report Number. Accession Number: 1743844
Human Factors: Training / Qualification
Human Factors: Human-Machine Interface

Events
Anomaly. Flight Deck / Cabin / Aircraft Event: Other / Unknown
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Overcame Equipment Problem

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

**Narrative: 1**

During the second half of our flight from ZZZ to ZZZ1 while in the cruise portion of the flight, the FO pointed out the transponder was still in ALT On and not TA/RA. We switched it to TA/RA and continued the flight. My mistake for not visually confirming during the "Before Takeoff" Flow and Checklist and my recommendation is to remind crews to really take their time and visually identify items are completed because a lot of us are going weeks or might go a month or longer without flying since COVID lessened our customers desire to travel. Best case I would recommend rotating people through scheduled trips to try to get people to fly at least every other week to maintain everyone's proficiency, but I understand that may be a tough wish.

**Synopsis**

Air carrier Captain reported not recognizing until cruise that the transponder was set incorrectly. Captain recommended that crews visually confirm checklist items since many pilots are flying infrequently due to COVID-19 reductions in travel demands.
**ACN: 1743828** (6 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 0601-1200

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

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

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Accession Number: 1743828
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Crew
- Communication Breakdown.Party2: Flight Attendant
- Communication Breakdown.Party2: Other

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- Were Passengers Involved In Event: Y
- When Detected: Aircraft In Service At Gate

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

**Narrative: 1**
Had a lot of confusion and miss communication at the beginning of a passenger event. Originally I was told that there was a passenger at the gate who does not have a face mask isn't going to wear one. Also that that passenger was telling people at the gate of having had the virus already. On top of that I was told this passenger had a medical problem they were traveling to ZZZ to be worked on. I was also hearing that passenger was being disruptive.

One of my flight attendants had a concern of this passenger still being contagious and being a disruptive passenger. With the passenger still being at the gate I started to receive more information I was told to contact MedLink. Turns out that the gate had already been in touch with MedLink and the passenger had already been cleared by MedLink. As for the pre-existing medical condition, the passenger told the gate of not wearing a mask because it causes asthma attacks. I verified this to be a possibility with MedLink on my side.

As for the disruptive behavior I spoke with the station manager and he informed me that the passenger was being cooperative and only just understandably a little frustrated. I asked him if he thought passenger would be an issue in flight and he indicated that he did not believe that to be the case. After speaking with my flight attendant about her concerns we decided they had all been resolved and we allowed the passenger to board the flight. I think this is new to all of us and I don't think I could do anything different.

**Synopsis**

Air carrier Captain reported a series of miscommunications regarding a boarding passenger who was possibly contagious with COVID-19. After the Captain spent time resolving the issue, it was determined that the passenger could be allowed to board.
Time / Day
Date: 202005
Local Time Of Day: 0601-1200

Place
Locale Reference. ATC Facility: ZZZ.TRACON
State Reference: US
Altitude. MSL. Single Value: 6000

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

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Pilot Flying
Function. Flight Crew: Captain
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Multiengine
Qualification. Flight Crew: Instrument
ASRS Report Number. Accession Number: 1743824
Human Factors: Training / Qualification
Human Factors: Distraction

Events
Anomaly. Deviation - Speed: All Types
Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: FAR
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Regained Aircraft Control
Result. Flight Crew: Became Reoriented

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

Narrative: 1
On departure out of ZZZ was given a heading after taking off and to level at 6,000 feet. I turned to the heading and let the nose [go] below the flight director to try and give an easier level off. At first I reduced the throttles manually, but as we were also looking for traffic ahead I let go of the throttles while looking outside and ended up speeding up to about 265 knots before realizing it. I immediately pulled the throttles back and added back pressure.

I believe I underestimated how rusty I might be from barely flying this month. Going forward I'm going to rely more on following the flight director much closer, especially because of how little I'm flying.

Synopsis

Air carrier Captain had an airspeed deviation and cited being rusty due lack of flying as contributing.
The flight plan had us going straight across via ZZZZZ so minimum time to coast out. I logged us into CPDLC with ZZZZ Oceanic ATC Operations and we did the circle and tick procedures. Then shortly before ZZZZZ ATC re-routed us over ZZZZZ1 and then told us service terminated, squawk XXXX. We dialed up XYX.Z and XYA.Z on the radios. This was
my first flight in over 3 months due to COVID schedule reductions. In the process of all of this, we forgot to get a SELCAL Ck with ZZ Radio. I caught this later in the flight and we did the SELCAL check with ZZ Radio. Flight continued uneventfully.

We got busy with multiple tasks in a short period of time and overlooked the SELCAL check. I was using the ZZZ Reference Ck list on my iPAD but since you can't check off the items on the iPad it's not as effective as using the actual paper copy. Also, having not flown in so long creates another challenge as I had probably lost some of my regular flow that comes with flying more regularly. These are pilot not flying tasks but as the Captain, it is my responsibility to make sure they get done.

Lessons learned: Be sure to use the paper copy of the Reference Guide checklist. There is great value in being able to look and see if any check marks are missing on the checklist.

Synopsis
Air carrier Captain forgot to do a SELCAL check and cited as contributing factors multiple tasks in a short period and having not flown in a long time.
**ACN: 1743769 (9 of 196)**

**Time / Day**
- Date: 202005
- Local Time Of Day: 0001-0600

**Place**
- Locale Reference.ATC Facility: ZZZ.ARTCC
- State Reference: US
- Altitude.MSL.Single Value: 8000

**Aircraft**
- Reference: X
- ATC / Advisory.Center: ZZZ
- Make Model Name: Small Aircraft, High Wing, 1 Eng, Fixed Gear
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Flight Phase: Cruise

**Person**
- Reference: 1
- Location Of Person.Facility: ZZZ.ARTCC
- Reporter Organization: Government
- Function.Air Traffic Control: Enroute
- Qualification.Air Traffic Control: Fully Certified
- Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 12
- ASRS Report Number.Accession Number: 1743769

**Events**
- Anomaly.Airspace Violation: All Types
- Anomaly.ATC Issue: All Types
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: FAR
- Result.General: None Reported / Taken

**Assessments**
- Contributing Factors / Situations: Human Factors
- Contributing Factors / Situations: Procedure
- Primary Problem: Procedure

**Narrative: 1**

I relieved my fellow Controller, they informed me during the briefing that ZZZ Approach (ZZZ) was open. I sat down and applied my mid configuration settings. My mid configuration settings default to ZZZ airspace not being depicted because typically when we work the Mid shift, ZZZ is closed. I forgot to show that the airspace was open on my scope. I had an IFR aircraft, Aircraft X, westbound and 080. I checked the routing on Aircraft X and it was good so I tried to initiate a handoff to ZZZ1 Approach which was still about 60 miles away. The handoff failed, I assumed it failed because the aircraft was too far from ZZZ1's boundary. I didn't look into it any further. Because I tried to initiate the
handoff to ZZZ1, the aircraft's auto handoff was inhibited and ended up flying about one mile into ZZZ airspace without a handoff until I received a call from ZZZ asking if I was talking with Aircraft X. I said yes, and proceeded to hand off the aircraft and ship them to ZZZ.

During this pandemic I should have changed my mid configuration settings to default to showing ZZZ open. We are on a mid configuration more often due to low volume and if I had been depicting ZZZ airspace I would not have forgotten that they were open and I would have sent the handoff to them before violating their airspace.

**Synopsis**

Controller reported using a configuration that did not show an airspace that was open. Controller thought airspace was closed and had an airspace violation.
**ACN: 1743749** (10 of 196)

**Time / Day**
Date: 202005
Local Time Of Day: 1801-2400

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

**Environment**
Flight Conditions: VMC
Light: Night

**Aircraft**
Reference: X
ATC / Advisory.TRACON: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Initial Climb
Route In Use.SID: ZZZ
Airspace.Class E: ZZZ

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Function.Flight Crew: Pilot Not Flying
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
Experience.Flight Crew.Total: 11300
Experience.Flight Crew.Last 90 Days: 5
Experience.Flight Crew.Type: 50
ASRS Report Number.Accession Number: 1743749
Human Factors: Training / Qualification

**Events**
Anomaly.Deviation - Altitude: Excursion From Assigned Altitude
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Returned To Clearance

**Assessments**
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Primary Problem: Human Factors
Narrative: 1
Altitude deviation due to poor CRM while PIC was flying with auto pilot off. Contributing factor low recent flying due to COVID slow down. Deviation immediately reported to ATC and corrected.

Synopsis
Corporate pilot reported having an altitude deviation while hand-flying the aircraft and attributed it to lack of flying due to the COVID-19 slow down.
ACN: 1743722 (11 of 196)

**Time / Day**
Date: 202005

**Place**
Altitude.AGL.Single Value: 0

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

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1743722
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Other

**Events**
Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Result.General: None Reported / Taken

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

**Narrative: 1**

Due to new FAA exemptions, concerns arise from the jumpseat alternative being away from the interphone and the cabin. Flight attendants sitting in passenger seats are not and have not been listening to the phone when it rings. If you're in a seat during a critical phase of flight issue, we are unable to receive the proper communication about the incident without making it known to the whole cabin in the area around the cabin seat allocated for the flight attendant. Social distancing has more negative issues than positive. Safety is being compromised as not being able to see outside the airplane and understand
any potential evacuation responsibilities. Window shades are asked to be raised and is not enforceable. Medical conditions exist that prevent people from wearing a mask, and it's not enforceable. Flight deck jumpseat has not [been] restricted with X people in the flight deck is severe social proximity and international flights with X to Y pilots in the flight deck also engage in safety of flight issues which is why social distancing policy is not mandated. By allowing flight attendants to sit outside of our jumpseats, it is a safety of flight issue and should not be allowed.

Also anytime sitting on a jumpseat, is a safety issue during safety of flight times aka sterile flight. Due to the need to have to be able to speak, yell, and command an evacuation at a moment's notice with instant communication from the flight deck, face covering policy should be exempted from times performing criticism functions. The current policy does not address this in specific form and needs to be addressed.

Flight Attendant Operations Manual announcement per aircraft is not updated regarding removal of masks during decompression and needs to be added to specific language of every live demo and updated in safety video. Adding announcement outside of the Flight Attendant Operations Manual announcement is not as effective.

Not properly demonstrating the oxygen mask and demo life vest is compromising safety due to distance measure of passengers not being able to see the demonstration. CDC now says that the virus does not have reasonable transmission from surfaces.

Mask policy face covering should also be considered revised as mandatory due to the time of useful consciousness at high altitudes. Due to the 6-10 seconds at high altitudes, we could have more severe issues with the time it takes to remove a face covering, mask, shield, etc., and endangering the lives of our crew and passengers. In addition, there has been no CDC testing that has proven people without symptoms have transmitted to another person. In addition, there is not documented test that has proven this to be effective. There are documented health concerns, however, regarding the mandatory face covering of the nose and mouth with high altitude limited oxygen for extended periods of time.

Face covering cannot be considered an essential safety of flight issue when it is determined that other safety concerns or duties would warrant its removal. It is not then an essential job function when the face covering would need to be removed for the most critical parts of our flight.

**Synopsis**

Air carrier Flight Attendant expressed multiple concerns regarding company COVID-19 protocols, including alternative jumpseat locations, social distancing in the flight deck, safety equipment demonstrations, and the wearing of protective masks.
ACN: 1743562 (12 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Distance.Nautical Miles: 3
Altitude.MSL.Single Value: 2500

Environment
Flight Conditions: Mixed
Weather Elements / Visibility.Visibility: 8
Light: Daylight
Ceiling.Single Value: 2500

Aircraft: 1
Reference: X
ATC / Advisory.Tower: ZZZ
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Initial Climb
Airspace.Class D: ZZZ

Aircraft: 2
Reference: Y
ATC / Advisory.Tower: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Flight Phase: Landing
Airspace.Class D: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Flight Instructor
Qualification.Flight Crew: Multiengine
Experience.Flight Crew.Total: 11000
Experience.Flight Crew.Last 90 Days: 55
Experience.Flight Crew.Type: 3000
ASRS Report Number.Accession Number : 1743562
Human Factors : Situational Awareness

Events

Anomaly.ATC Issue : All Types
Anomaly.Conflict : Airborne Conflict
Anomaly.Deviation - Procedural : Clearance
Detector.Automation : Aircraft RA
Detector.Person : Flight Crew
Miss Distance.Horizontal : 6000
Miss Distance.Vertical : 500
When Detected : In-flight
Result.Flight Crew : Took Evasive Action

Assessments

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

Narrative: 1

Due to COVID-19, ZZZ Tower had reduced staffing resulting in 1 Controller working Tower, Ground Control and Clearance Frequencies. A relatively nice day and lifting of stay at home restrictions caused a very high amount of air traffic, with a mix of IFR and VFR, with a lot of training and pilots trying to get back to flying. On departure we leveled at 2,500 feet flying runway heading (departed XXL), once above traffic that was staying in the pattern for XXR, we were given a right turn to 230. In the right turn to 230, traffic was observed on TCAS at 12 o’clock, same altitude, opposite direction, just outside of a mile, increased rate of turn and initiated a climbed to 3,00 feet to ensure separation, returned to 2,500 feet when clear of traffic on 230 heading. Was handed off to ZZZ1 Departure with no further/other traffic conflicts and no apparent problems arising from our altitude deviation.

Synopsis

GA pilot reported experiencing an airborne conflict during departure having to take evasive action. Reporter cited an increase in traffic due to the lifting of stay at home restrictions as a contributing factor.
ACN: 1743554

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

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

Environment
Flight Conditions: VMC
Light: Daylight

Aircraft
Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Parked
Route In Use: Direct

Component
Aircraft Component: Transponder
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Single Pilot
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Private
Qualification.Flight Crew: Instrument
Experience.Flight Crew.Total: 1800
Experience.Flight Crew.Last 90 Days: 8
Experience.Flight Crew.Type: 1600
ASRS Report Number.Accession Number: 1743554
Human Factors: Human-Machine Interface
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

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

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

Narrative: 1
Landing after the second flight of the day, during shutdown noticed that transponder had been left on the previous flight's code assigned for flight following instead of having been set to XXXX which would have been appropriate for this flight conducted without flight following. The transponder is ADS-B, so there was still a unique identifier. The flight originated at ZZZ shortly after XApm when the Tower had shut early due to COVID. I am used to getting a flight following code from ZZZ ground, but did not this time because of the closure. Had I been at a normally uncontrolled airport, I would have followed my checklist for electronics, but I am so used to getting codes at ZZZ that I did not pay proper attention to that portion of the preflight/runup. Compounding this is that the transponder is new and less familiar than the one I have flown with for years, which actually would indicate more attention is needed. Always run through full electronics checks on startup and shutdown!

Synopsis
GA pilot reported inadvertently leaving the transponder code set from the previous flight. The pilot was accustomed to getting a code from the Tower, however the Tower had closed early due to COVID-19 hours and the pilot did not check the transponder.
ACN: 1743551 (14 of 196)

Time / Day

Date: 202005
Local Time Of Day: 0601-1200

Place

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

Environment

Flight Conditions: VMC
Weather Elements / Visibility.Visibility: 10
Light: Daylight
Ceiling.Single Value: 20000

Aircraft

Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft, High Wing, 1 Eng, Retractable Gear
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Personal
Flight Phase: Takeoff
Route In Use: None

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Private
Qualification.Flight Crew: Instrument
Experience.Flight Crew.Total: 650
Experience.Flight Crew.Last 90 Days: 2
Experience.Flight Crew.Type: 400
ASRS Report Number.Accession Number: 1743551
Human Factors: Confusion
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Flight Crew

Events

Anomaly.Conflict: Ground Conflict, Less Severe
Detector.Person: Flight Crew
When Detected: Taxi
Result. Flight Crew: Took Evasive Action
Result. Flight Crew: Rejected Takeoff

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

Narrative: 1
I received my IFR release with a 2 minute void time. Although I had heard the pattern traffic call "turning base" there were no subsequent calls. I checked final and saw no traffic. I announced my departure and entered Runway XX. As I started to roll, the other pilot radioed "hold position, hold position." He further stated that he was on short final and was initiating a go-around. On my climb out he asked if I was on frequency. I replied and he told me that I had essentially cut him off. Although I never saw him, or heard him call "turning final," I apologized and we each went our own way.

Contributing factors on my part include: about 2 hours experience in the last 90 days due to COVID; the 2 minute release window; my unconfirmed belief that I could depart without impacting the other aircraft.

Corrective actions include: Asking ATC for a longer release window; calling for a position report from the other aircraft prior to entering the runway; accepting the release voidance and rescheduling the release.

Human performance consideration: I believe that I experienced a form of "get-there-itis." It felt urgent to depart before reaching the 2 minute void time and that urgency affected my judgment. In truth, there was no rush and I could have taken one or more of the previously identified corrective actions. I will do so in the future.

Synopsis
Pilot reported calling on radio for traffic and attempting to depart in a 2 minute window, when an aircraft on final requested pilot to hold position, but ultimately had to go-around.
**Time / Day**
Date: 202005
Local Time Of Day: 1801-2400

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

**Aircraft**
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked
Maintenance Status.Maintenance Deferred: Y
Maintenance Status.Records Complete: N
Maintenance Status.Required / Correct Doc On Board: N

**Component**
Aircraft Component: Aircraft Logbook(s)
Aircraft Reference: X
Problem: Improperly Operated

**Person: 1**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1743473
Human Factors: Distraction
Human Factors: Time Pressure
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Maintenance

**Person: 2**
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Instrument
Qualification. Flight Crew: Multiengine
ASRS Report Number. Accession Number: 1743474
Human Factors: Communication Breakdown
Human Factors: Distraction
Communication Breakdown. Party1: Flight Crew
Communication Breakdown. Party2: Ground Personnel

Events
Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: Maintenance
Detector. Person: Flight Crew
When Detected: Aircraft In Service At Gate
Result. General: Maintenance Action

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

Narrative: 1
After we had secured the aircraft at the gate in ZZZZ, I realized that maintenance stickers had not been written up in the logbook on the ground in ZZZZ1. This was a result of several disruptions that took place on the ground in ZZZZ1. Upon shutdown in ZZZZ1, very quickly the cockpit was swarmed by several people. Loadmaster, Maintenance and local quarantine authorities all congregated in the cockpit area. It was conveyed that before anything could take place on the aircraft until the entire flight crew had cleared the local inspection protocol. This entailed all flight crews leaving the aircraft for a temperature and document check on the outside aircraft steps. In order to get the process of unloading and loading going we all left the cockpit area. Before leaving the cockpit we briefed maintenance on the stickers and the required inspections needed. We were all under the impression that maintenance would complete the inspection and complete the logbook as required. After we had completed the quarantine inspection and reentered the cockpit, we observed the mechanics discussing the stickers. I incorrectly assumed that they had been entered into the logbook as we had received the maintenance release. As I was entering the stickers in the logbook in ZZZZ I realized that ZZZZ1 maintenance had not entered them in the logbook.

In the future I will not allow any external influences take priority before all my duties are complete. Also I will start enforcing the no cockpit entering until I have completed all my post flight duties. A suggestion would be to pass the responsibility of writing up the stickers to maintenance as it is a maintenance function. The flight crew is saddled with enough work.

Narrative: 2
Upon completing our second flight of the day into ZZZZ and completing the logbook we realized that we had failed to transfer two DMIs (Deferred Maintenance Item) from the first flight to the second. I believe there were several factors that allowed us to miss these items in ZZZZ1. As soon as we had pulled into the chocks in ZZZZ1 ground crew were immediately accessing the flight deck explaining their procedures and informing us that we needed to fill out COVID-19 paperwork, get our passports, and exit the aircraft to meet
local customs authorities who wanted to take our temperatures, and take our pictures while holding up our passports. We complied with this and exited the aircraft to follow their procedures. The local authorities then disappeared with our passports and we were sent back to the flight deck. The mechanics also took the logbook off the flight deck while they were doing their work. This created just enough of an interruption and out of the ordinary procedures to distract us from ensuring the logbook was completed properly.

I don't feel the flight crews have any business exiting the aircraft in Country X. Even if we have a fever, what are the authorities going to do, forcibly detain and quarantine us for a through flight? Regardless of the distraction, I should have done a better job of making sure all DMIs were transferred to the next flight. I had volunteered to complete the logbook for the Captain and should have ensured it was done correctly. In the future I will always ensure all deferred items are properly transferred.

**Synopsis**

Air carrier flight crew reported that deferred maintenance items were not properly documented due to multiple distractions in the flight deck, including international COVID-19 screening protocols.
Time / Day

Date : 202005
Local Time Of Day : 1801-2400

Place

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

Aircraft

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

Component

Aircraft Component : Nosewheel Steering
Aircraft Reference : X
Problem : Improperly Operated

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1743466
Human Factors : Time Pressure
Human Factors : Training / Qualification

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Automation : Aircraft Other Automation
When Detected : In-flight
Result.Flight Crew : FLC complied w / Automation / Advisory
Result.Flight Crew : Rejected Takeoff
Result.Flight Crew : Overcame Equipment Problem

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

**Narrative: 1**

We were cleared to line up and wait on Runway XXL at Taxiway XX in ZZZ. Shortly after we were cleared for takeoff. I was the Pilot Flying and I advanced the thrust levers. When taking the controls from the First Officer I accidentally bumped the tiller on the way to the yoke. As we were accelerating we got a Steering Inop Master Caution. We aborted the takeoff roll. We stopped and I knew that it was my error that caused the EICAS message, so I decided to reengage the steering to turn off the runway. We turned off and asked ATC to put us to the side so we could run some checklists. After running the checklists I informed the First Officer that I had bumped the tiller and caused the EICAS message. We decided to continue and had enough fuel to depart.

I recently upgraded to this aircraft type and this was my first aborted takeoff as a Captain. I haven’t been flying much unfortunately, so I felt a little rusty going in. The first error was bumping the tiller on the takeoff roll. This caused the steer inop and caused the aborted takeoff. The next error was not calling maintenance to verify everything is working as intended. The message trigger was when we were accelerating with the Steering Inop.

I need to take my time and not rush. I felt as though I rushed myself getting off of the runway.

**Synopsis**

Air carrier Captain reported aborting a takeoff roll when the tiller was accidentally bumped, causing the steering to disengage.
Time / Day
Date: 202005
Local Time Of Day: 1801-2400

Place
Locale Reference: Airport: ZZZ.Airport
State Reference: US
Altitude.AGL.Single Value: 2500

Environment
Flight Conditions: VMC
Light: Daylight

Aircraft
Reference: X
ATC / Advisory: Tower: ZZZ
Make Model Name: Light Transport, Low Wing, 2 Turbojet Eng
Crew Size: Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Initial Approach
Airspace: Class B: ZZZ

Person
Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: Flight Deck
Function: Flight Crew: Captain
Function: Flight Crew: Pilot Flying
Qualification: Flight Crew: Instrument
Qualification: Flight Crew: Air Transport Pilot (ATP)
Qualification: Flight Crew: Multiengine
ASRS Report Number: Accession Number: 1743435
Human Factors: Distraction
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Communication Breakdown: Party1: Flight Crew
Communication Breakdown: Party2: Flight Crew

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Inflight Event / Encounter: Unstabilized Approach
Detector.Person: Flight Crew
When Detected: In-flight
Result: Flight Crew: Executed Go Around / Missed Approach

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

Narrative: 1

We were completing the last leg of a three flight pattern with a non-revenue flight into ZZZ. There [were] no passengers or crew in the back of the airplane. Weather conditions were very good with unrestricted visibilities, light winds, and some light turbulence. ZZZ is very well known to both pilots having been home airport to both during their career. The pilots are both PIC's, well acquainted and friendly with each other, and work very well together. I was PIC, flying the leg from the left seat, and it should be noted this was only my 4th approach and landing in over two months due to COVID-19 related Ops stand-downs and vacation. Approximately 25 miles south of the airport, we called the airport in sight and were cleared for a visual approach to Runway XL. The airplane was on profile, with appropriate speed and altitude and I began to configure and reduce speed and line up for final approach. The tuned ILS was on glide path and just left of centerline at about 10 miles out, at flaps 10deg and approximately 220 kts, and already cleared to land. Then, the other pilot asked me about a landmark near the Airport which was off our right wing. It was a clear violation of sterile cockpit and I allowed myself to be distracted during a critical phase of flight and pointed the landmark out to him. When I returned my attention to the airplane, it was quickly evident we were now high, fast, and not configured properly. I briefly considered deploying all drag possible and diving for the runway but quickly discarded that option. The other pilot suggested asking the Tower for a left 360 deg turn. Given that we were approximately 2,500 feet AGL and there was virtually no traffic at the time, I agreed with the suggestion. He made the request to the Tower, it was quickly approved, and I initiated the left 360 while continuing a gradual descent and continuing to configure. We rolled out of the turn at three miles, on speed, on glide path, fully configured and stable. We then continued the approach to a normal, uneventful landing.

To me this was a clear case of pilot distraction brought on by an egregious violation of sterile cockpit rules by both of us. Our familiarity with each other and a shared history of operating at this airport led us down the path of complacency. The surprising thing to me was how quickly the airplane departed from the correct descent profile despite such a brief distraction. I should have been much more vigilant in maintaining sterile cockpit, especially given my rustiness from a prolonged layoff from flying. I also believe that over-friendliness and familiarity in a cockpit with your flying partner has the potential to be more dangerous than a crew that doesn't like each other since they are more likely to only focus on the job. This incident was a wake up call for me to brief the absolute necessity of sterile cockpit especially with my friends.

Synopsis

Pilot reported an unstable approach and requesting a 360 turn on final from Approach. Reporter cited lack of flying and distractions during the approach as contributing factors.
Time / Day
Date: 202005

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

Environment
Flight Conditions: VMC

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

Component
Aircraft Component: Brake System
Aircraft Reference: X
Problem: Malfunctioning

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
Experience.Flight Crew.Total: 9140
Experience.Flight Crew.Last 90 Days: 46
Experience.Flight Crew.Type: 3035
ASRS Report Number.Accession Number: 1743200
Human Factors: Situational Awareness

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function: Flight Crew: Pilot Not Flying
Experience: Flight Crew: Total: 1158
Experience: Flight Crew: Last 90 Days: 27
Experience: Flight Crew: Type: 1158
ASRS Report Number: Accession Number: 1743209
Human Factors: Distraction

Events
Anomaly: Aircraft Equipment Problem: Less Severe
Detector: Person: Flight Crew
Result: General: Maintenance Action

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

Narrative: 1
Had a BRAKES auto brake fault ECAM on landing. Taxi to gate was normal. Autoparked Gate X. Set parking brake and realized immediately that the aircraft was slowly moving. Applied normal brakes to stop aircraft. Reapplied parking brake. Ground crew gave us the chalks in signal. It pains me to write this because I am a brake pressure fanatic, but since this was my first trip in over 2 months, my scan was rusty, and I didn't verify the brake pressure, and this happens. Pressure was definitely normal with the second parking brake attempt. Sent report and called maintenance.

Narrative: 2
During the short taxi in from Runway XX in ZZZ to Gate X (less than 3 minutes) we parked the aircraft with both engines running since we were still within the 3 minutes cool down period. As the Captain set the brake, and before he can verbalize "Brake Set" the aircraft began to move forward. The Captain immediately stepped on the pedal brakes and stopped the aircraft. Prior to landing we received a ECAM message "AUTO BRAKE FAULT" which went away after a few seconds. After landing we had normal braking and steering. At the time we didn't think anything of it, but after we reset the brake after the movement at the gate we thought they might be connected. We reported it and called maintenance.

Synopsis
Air carrier flight crew reported a brake issue on landing and re-occurring at the gate. Captain stated lack of flying was a contributing factor.
ACN: 1743199 (19 of 196)

Time / Day
Date : 202005
Local Time Of Day : 1801-2400

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

Environment
Flight Conditions : VMC

Aircraft
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Component
Aircraft Component : Fuel Booster Pump
Aircraft Reference : X
Problem : Malfunctioning

Person : 1
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 4209
Experience.Flight Crew.Last 90 Days : 13
Experience.Flight Crew.Type : 3627
ASRS Report Number.Accession Number : 1743199
Human Factors : Confusion

Person : 2
Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 17500
Experience.Flight Crew.Last 90 Days : 35
Experience.Flight Crew.Type : 2500
ASRS Report Number.Accession Number : 1743204
Human Factors : Confusion

Person : 3
Reference : 3
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 8308
Experience.Flight Crew.Last 90 Days : 13
Experience.Flight Crew.Type : 8308
ASRS Report Number.Accession Number : 1743661
Human Factors : Confusion

Events
Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected : Pre-flight
Result.General : Maintenance Action

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

Narrative: 1

The aircraft right center fuel pump low pressure light would not go out with the switch on. The flight would not be legal to operate in ETOPS airspace (ZZZZ-ZZZ). Due to the COVID pandemic, deplaning passengers/crew at any of the stations was unavailable. Decision was made to operate the aircraft back to ZZZ1.

For FDPs originating in ZZZ1: "The second sequence will begin in either ZZZZ1 or ZZZZ and have no more than one segment, ending in ZZZ." Due to the inability to continue the flight to ZZZ and the inability to deplane the aircraft, the decision was made to have "Crew B" operate the aircraft from ZZZZ2 back to ZZZ1.

Narrative: 2
We had a center tank (right) inop fuel pump on deck in ZZZZ2. We were thus unable to complete the future ETOPS portion of our assigned trip to ZZZZ1, ZZZZ and ZZZ. My copilot and I reached our time limit during the ensuing company machinations to determine the fate and future of our trip. When we timed out we were on the ramp in ZZZZ2. There are dramatic virus pandemic restrictions of personnel in ALL of the X locations encompassed by company. These were supposedly excepted/exempted for crews that got "stuck" in the various X locations due to maintenance issues, etc., but apparently were not, at least not in ZZZZ2. The company was aware of our plight, and the restrictions, and determined the best course of action was for the relief pilots to assume flight duties and fly the aircraft back to ZZZ1. The relief crew planned and flew the flight back to ZZZ1 without any known incident.

**Narrative: 3**

Aircraft had a malfunction of the R forward main boost pump on arrival into ZZZZ2. The amber associated and "low pressure light" was illuminated with the pump switch on and fuel in the main tank. It was written up by Crew A. Decision was made to MEL the inoperative boost pump. This MEL did not allow for the flight to operate in ETOPS airspace and therefore the flight from ZZZZ to ZZZ was not going to operate.

With the current COVID-19 restrictions, Country X was not allowing any passengers into their country. The decision was made, for the safety of passengers and crew, to have Crew B, who had been in rest up until this time, to fly the flight back to ZZZ1. The flight landed safely in ZZZ1 without any further incident.

**Synopsis**

Air carrier flight crew reported equipment problems and having to change destinations due to COVID-19 restrictions.
**ACN: 1743149 (20 of 196)**

**Time / Day**
- Date: 202005

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

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

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1743149
- Human Factors: Situational Awareness

**Events**
- Anomaly: Deviation - Procedural: Published Material / Policy
- Anomaly: Deviation - Procedural: FAR
- Detector: Person: Flight Crew
- When Detected: In-flight
- Result: General: None Reported / Taken

**Assessments**
- Contributing Factors / Situations: Human Factors
- Contributing Factors / Situations: Procedure
- Primary Problem: Human Factors

**Narrative: 1**
As we were cleared for departure I realized that I had forgotten to brief the over the wing passengers prior to pushback. At 10,000 feet I got up and briefed all four passengers individually. It has been nearly 3 weeks since I last worked, with so much new information, and procedures changing daily I got caught up and distracted from my original duties.

**Synopsis**
Flight Attendant reported forgetting to brief the over the wing passengers until at 10,000 feet.
ACN: 1743084 (21 of 96)

Time / Day
Date: 202005
Local Time Of Day: 0001-0600

Place
Locale Reference.ATC Facility: ZZZ.ARTCC
State Reference: US
Altitude.MSL.Single Value: 34000

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

Person
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function.Air Traffic Control: Enroute
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 5
ASRS Report Number.Accession Number: 1743084
Human Factors: Distraction
Human Factors: Confusion

Events
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Altitude: Overshoot
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Air Traffic Control
When Detected: In-flight
Result.Air Traffic Control: Provided Assistance

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

Narrative: 1
I cleared Aircraft X to cross ZZZZZ at FL340. I handed the aircraft off to adjacent center and subsequently noticed the aircraft descending through FL340. I called the other center to notify them of the unassigned descent, and the Controller investigated to learn the aircraft was going to FL240.
With COVID-19 lack of traffic and talking to a Supervisor about unrelated things, my focus was not 100%. I don't know if the aircraft read it back wrong to me or not. We've always got to be on guard.

**Synopsis**

Center Controller reported being distracted due to COVID-19 issues and did not hear a wrong read back from a crew, which resulted in an altitude deviation.
**ACN: 1743080 (22 of 196)**

**Time / Day**
- Date: 202005
- Local Time Of Day: 1801-2400

**Place**
- Locale Reference.Airport: ZZZ.Airport
- State Reference: US
- Relative Position.Distance.Nautical Miles: 28

**Environment**
- Flight Conditions: VMC
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory.TRACON: ZZZ
- Aircraft Operator: Personal
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: None
- Mission: Personal
- Flight Phase: Cruise
- Route In Use: None
- Airspace.Class B: ZZZ

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Personal
- Function.Flight Crew: Pilot Flying
- Function.Flight Crew: Single Pilot
- Qualification.Flight Crew: Private
- Qualification.Flight Crew: Instrument
- ASRS Report Number.Accession Number: 1743080
- Human Factors: Other / Unknown
- Human Factors: Situational Awareness

**Events**
- Anomaly.Airspace Violation: All Types
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: FAR
- Detector.Person: Flight Crew
- When Detected: In-flight

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

**Narrative: 1**

I was on a VFR flight. I was following the ZZZ 310 radial inbound and approximately 28 miles from the ZZZ VOR. My plan was to turn southbound towards my home airport ZZZ1 before approaching the ZZZ area. I was watching the floors of the Class B as I approached ZZZ, but I inadvertently crossed into the floor airspace. Upon realization of this fact I immediately turned around and descended to clear this airspace. Not flying during the COVID-19 restrictions made me rusty and behind the airplane.

**Synopsis**

Pilot reported inadvertently flying into Class Bravo airspace and cited lack of flying during the COVID-19 pandemic as a contributing factor.
Guidelines impose a requirement for Flight Crews to wear face covering masks. It appears there is a diversity of opinion in the medical community about the efficacy of wearing non-surgical masks to stop the spread of disease, and there is also a diversity of opinion about the health risks associated with the routine wear of face masks by otherwise-healthy individuals. Some medical professionals and associations advise that the routine wearing of face masks may present the following health risks for individuals: 1. Increased chance of dizziness, hypoxia, hypercapnia, and headaches; 2. Increased risk of viral infection, due to increased touching of the face, as a result of the novelty and discomfort of wearing a mask; 3. Increased chance of infection, as a result of prolonged use of a contaminated, single-use mask; 4. Increased chance of infection, as a result of exhaled air being directed into the eyes, causing an uncontrolled response to touch or rub the eyes; 5. A decrease in the body's innate immune response, as a result of the increased viral load resulting from the creation of a moist habitat that sustains and encourages viral activity; 6. A decrease in the body's natural immune response, as a result of diminished exposure to the natural flora that create and maintain a robust immune system.

This leads to the following concerns:
1. An increased risk of hypoxia and hypercapnia is incompatible with safe flight operations. Although guidelines do not require the use of face covering masks inflight, it does require Crews to wear them immediately prior to flight, and makes their inflight use optional.
Before we mandate the use of these masks for Crews who are about to operate an aircraft—or permit their optional use for Crews in flight—we should first conduct a risk analysis. It appears guideline hints at FAA approval for this practice, but it appears that the FAA SAFO 20009 on this subject was simply reinforcing generalized CDC guidance about the wear of face masks in public, without specifically addressing the unique situation of Flight Crew Members who are about to operate (or are actually operating) an aircraft. It is not clear from SAFO 20009 that the FAA did an appropriate medical study to determine if it was safe for Flight Crews to be exposed to an increased hypoxia and hypercapnia risk immediately prior to or during flight. Furthermore, the SAFO does not require operators to analyze this risk, and instead only directs them to address complications surrounding the donning of oxygen masks. Unless the FAA or the Company has conducted a study to evaluate hypoxia and hypercapnia risks, in consultation with aviation medicine professionals, it seems premature to apply the generalized CDC guidance for members of the public to the special and unique work environment of Flight Crews who are operating or about to operate an aircraft.

2. Since Flight Crews lack the ability to adequately disinfect face masks during their extended travels, and since the Company is unable to adequately supply Flight Crews with an appropriate number of single-use face masks to permit regular replacement, it is possible that our flight crews may be more susceptible to self-induced contamination if they are required to wear masks.

3. There appears to be a risk that extended use of the face covering masks could actually result in a decline in the immune system of otherwise-healthy flight crews—something that would result in greater susceptibility to viral infection in the long term, including the COVID-19 virus that these measures are meant to defeat. While well-intentioned, it’s very possible that we could be hurting the health of our Employees and creating the potential for increased sick calls with a mandatory wear policy—the opposite of what we hope to achieve with a mandatory wear policy.

If an appropriate medical study about hypoxia and hypercapnia risks associated with facial mask use by Flight Crews has been conducted and Flight Crews are simply unaware of it, then the study's findings should be made available to Flight Crews, so that they may be better educated on this subject. In the absence of a suitable medical review that addresses these potential health and safety concerns, it is suggested that the mandatory wear policy should be eliminated until such a study can be completed, to guarantee the safety of our Employees and Customers. Similarly, the possibility that a mandatory wear policy could inadvertently have an overall negative impact on Employee health, instead of a positive one, should be evaluated if it has not been, and weighed against the perceived advantages of such a policy.

**Synopsis**

Air carrier pilot described the potential negative aspects of wearing a face mask in the flight deck.
ACN: 1742952 (24 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 0601-1200

**Place**
- Locale Reference.Airport: ZZZ.Airport
- State Reference: US
- Altitude.MSL.Single Value: 2500

**Environment**
- Weather Elements / Visibility: Turbulence
- Weather Elements / Visibility.Visibility: 10
- Light: Daylight
- Ceiling.Single Value: 2500

**Aircraft**
- Reference: X
- ATC / Advisory.TRACON: ZZZ
- Aircraft Operator: Personal
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Mission: Personal
- Flight Phase: Descent
- Route In Use: Visual Approach
- Route In Use: Vectors
- Airspace.Class E: ZZZ

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Personal
- Function.Flight Crew: Pilot Flying
- Function.Flight Crew: Single Pilot
- Qualification.Flight Crew: Flight Engineer
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Flight Instructor
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Accession Number: 1742952
- Human Factors: Training / Qualification
- Human Factors: Human-Machine Interface
- Human Factors: Confusion

**Events**
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Became Reoriented
Result.Flight Crew : FLC complied w/ Automation / Advisory
Result.Flight Crew : Returned To Clearance

Assessments

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

Narrative: 1

I was on a vector with ZZZ approach for a visual to Runway XX and a descent clearance to 3,000 MSL. Passing through 3,000 the altitude alert flashed and I thought it was a 1,000 foot warning. At 2,600 MSL I realized my mistake and made an immediate climb back to 3,000 MSL. Approach made no mention of my deviation and a few minutes later cleared me for the visual to Runway XX.

There were a few factors involved. The attitude indicator and heading indicator had been recently replaced with two glass displays. Though I had flown plenty of glass in the past, these instruments are still somewhat new to me. I had also taken time off earlier in the year and combined with COVID-19 had not done any flying. I had planned on going out with an instructor before the flight, but the social distancing with COVID-19 made me decide against doing that. I made a few flights totaling 7 hours during a two week period before the date of the incident by myself doing basic and commercial air work, takeoffs and landings and just getting familiar with the plane again. In March I also did several approaches and holds in a flight simulator. The simulator was configured with a standard six pack.

No excuses on my part. I momentarily got behind the airplane and had some confusion with what one of my instruments was telling me.

Synopsis

GA pilot reported misinterpreting an altitude alert and descended from assigned altitude while on approach. Lack of familiarity with the instrument panel and lack of recent flying due to the COVID-19 pandemic were cited as contributing factors.
As part of the preflight procedure, the cockpit was disinfected with the large isopropyl alcohol based wipes/ Lysol type wipes for the common touch points during preflight and
post flight. As part of this cleaning, the headsets are cleaned with the wipes and dwelling or the boom is wetted. This created a situation where when the pushback crew called for pushback, the boom mike on the headset did not work. The handset was used. After a period of time before takeoff, the boom was tested again, leading to the possibility that the alcohol solution may have entered inside the boom mike and not dried thoroughly as part of the dwelling process. The same hazard occurred on the previous leg to the FO, and normal operation was restored after a period of time.

**Synopsis**

Air carrier Captain reported alcohol from cleaning products may be entering the boom mike causing the equipment to malfunction.
Narrative: 1

Flight took a delay due to issues loading cargo. Shortly after airborne, I received a call from Load Planning (LP) Supervisor informing that ZZZ Ramp incorrectly loaded the aircraft and that in its current status they were exceeding max tail limit by around 200 lbs. LP said that removing passengers from row XY would put the aircraft within limits. After discussion with crew over ACARS we agreed to confirm row XY was empty and to have LP send the correct weights en route.

Synopsis

Dispatcher reported being advised of an aircraft that took off with incorrect weights and the need to ensure a certain row in the aircraft was empty to be within limits.
ACN: 1742866 (27 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0001-0600

Place
Locale Reference.ATC Facility: ZZZ.Tower
State Reference: US
Altitude.AGL.Single Value: 1500

Environment
Flight Conditions: VMC

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Flight Phase: Final Approach
Airspace.Class B: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1742866
Human Factors: Distraction
Human Factors: Confusion
Human Factors: Situational Awareness
Human Factors: Workload
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Flight Crew

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Inflight Event / Encounter: Unstabilized Approach
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Regained Aircraft Control
Assessments
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Primary Problem: Human Factors

Narrative: 1

Flying into ZZZ at 2,500 feet with VFR conditions ATC was vectoring us for the approach to XXL. It was XA:00pm and we were the only airplane in the sector due to the COVID flight reductions. We were on a downwind when we were asked if we had the airport in sight for a visual approach. I said that I did and the FO was comfortable with my decision. This is where all the mistakes started.

I failed to communicate my plan on how to fly this approach. I disconnected the autopilot. I proceeded to the FAF ZZZZZ and told the FO to select 1,500 feet the altitude for ZZZZZ and started to descend in FLCH. Since I haven't flown much since the flight reductions I'm embarrassed to admit my flying skills were very poor. I descended to 1,300 feet at ZZZZZ as I made the sharp turn to intercept. The FO was giving me good guidance but the long day, lack of currency and tunnel vision for the runway made me just not hear his excellent CRM prompting. Again, I'm embarrassed to say from ZZZZZ to below 1,000 feet I got below the glideslope twice. At 500 feet we were stable and landed.

I should have gone around, but like the many pilots before me that have written scenarios of unstable approaches, I didn't. Why not? Because it was VFR, because it was an easy approach, because I could do this. All the reasons that lead to unstable approaches. In all my years of flying, this is the worst decision and execution of my career. I am truly embarrassed to admit this. I am now one of those "How In the World Did They Do That" pilots. I only can hope you don't use this as your new teaching scenario.

So many lessons learned from this one. Visual approaches are one of the most difficult to perform. We don't do them on a regular basis. Fly it as a full ILS. Give yourself enough room outside the FAF to get set up. Don't rush it. Use the autopilot to get set up. Don't hand fly. Especially when it is late and you may be tired. Communicate all your intentions clearly to your flying partner. VVM. Hear and listen to your partner. They are 2 different things. Don't have a big ego and Go-Around. It's not a failure. I know all of these lessons, but failed to execute them. I'm sure the stress of current world events, our company's financial situation, the lack of flying and a lot of other outside influences are contributing factors to this but certainly no excuse.

Synopsis
Air carrier Captain reported experiencing an unstabilized approach in which they should have executed a go-around but decided to continue and stabilized at 500 feet. Captain reported rustiness from lack of flying contributed to the event.
ACN: 1742861  (28 of 196)

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

Place
Locale Reference: ATC Facility: ZZZ.TRACON
State Reference: US
Altitude.MSL.Single Value: 10000

Environment
Flight Conditions: VMC

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

Person: 1
Reference: 1
Location Of Person:Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1742861
Human Factors: Confusion
Human Factors: Distraction
Human Factors: Situational Awareness

Person: 2
Reference: 2
Location Of Person:Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Multiengine
Events

Anomaly.ATC Issue : All Types
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Returned To Clearance

Assessments

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

Narrative: 1

Did not intercept the correct runway arrival transition in ZZZ due to a late change in clearance.

Flying into ZZZ on the cleared route ZZZZZ RNAV arrival the clearance was changed to the ZZZZZ1 ZZZ1 transition Runway XX. During the descent ATC requested us to maintain 310 knots and then comply with speed restrictions at ZZZZZ. Selected speed intervene and reset crossing restrictions on MCP because we were now in VNAV SPD vs VNAV PATH. Aircraft was still in VNAV SPD passing the ZZZZZ intersection, so we were continuing to reset the altitudes causing a higher workload than usual. Approaching the ZZZZZ2 intersection we changed to the final Approach Controller and were given a change to intercept the Runway XYL transition for the ILS and descend to 7,000 feet. I did not enter the runway and transition in adequate time to prevent flying through the course. When ATC asked if we had intercepted I replied we had not and were given direct ZZZZZ3 for the ILS.

Many factors lead to this deviation. First, since the COVID flight reduction I have only flown 3 trips and am not as proficient as before. Second, I am not that familiar with ZZZ and am not accustomed to last minute changes since I fly into mostly continent X destinations. Third, the confidence of runway assignment due to our gate location on the side of the airport. And lastly, the knowledge that there were so few airplanes flying into ZZZ during the pandemic that the need for a last minute change was not anticipated.

Narrative: 2

Did not intercept the correct runway arrival transition in ZZZ due to a late change to clearance.

Flying into ZZZ on the cleared ZZZZZ ZZ1 RNAV arrival with Runway XX in the FMS. The clearance was changed to ZZZZZ1 transition a ways after ZZ1. During the descent ATC assigned 310 or greater on the descent, but might ZZ1 speed restrictions. In VNAV/LNAV, opened window to set 310 knots and VNAV Path changed to VNAV SPD so Captain set next lowest altitude vice 8,000 feet. Still in VNAV spd next lowest altitude was set and Controller also had speed reduction to 280 knots.
Approaching ZZZZZ2, we switched to final Controller and he changed Runway to XYL. The FO was still adjusting speed and making sure the altitudes on the arrival were made, so not reading notes for XXL vice XY on the ZZZZZ1. The subsequent waypoint from ZZZZZ2 was not in the FMS, so we were late turning toward ZZZZZ3, more on a course toward ZZZZZ4. ATC asked if we still on the arrival, we said we were having trouble getting it in the box.

ATC then cleared us DCT ZZZZZZ5 and descend to 7,000 feet. We intercepted final and flew an uneventful 30 flap landing to XYL.

Lack of flying in almost three months and unfamiliarity with ZZZ certainly didn't help situational awareness on the arrival. I haven't flown to ZZZ in at least X years. The late arrival/runway change reminded me of ZZZ2 RNAV/runway changes.

**Synopsis**

Air carrier flight crew reported multiple changes to the arrival and runway resulted in a track heading deviation. Flight crew stated lack of flying was a contributing factor.
I was on short call. The crew desk called to assign a 1 day pairing. I woke up and got ready for my deadhead to ZZZ.

Once in ZZZ the Captain called operations to find out how we get to SPOT X. Operations mentioned the plane was in Maintenance and it might be a few hours until it was ready. After about :45 minutes Maintenance deferred the R FMC. We received a new release and were taken to the aircraft. Once onboard we both did our normal flows. I also used the FERRY Checklist.
We were slightly out of our normal flows and the right FMC was deferred. Once we completed our checklist Maintenance cleared us to start the engines. I started both engines per SOP. The L ENG was a no start. I followed the ECL and contacted Maintenance as instructed by the FM. Maintenance had us restart the L RNG and there were no issues. The Captain called for "Flaps 5, After Start Checklist. Somehow doing my flow after start flow I set Flaps 1 instead of Flaps 5.

We taxied from the Maintenance Hanger to Runway XXL. We completed all of the Checklist. A note: with the right FMC deferred the LWR CTR DU can be used via Display Select Panel (DSP) i.e. ENGCOMMCHKL displaying only one at one time.

Taxi was normal and all checklist completed. The Captain was PF and on the application of takeoff power the TO CONFIG Master Warning went off for Flaps. The Flaps were set to 1 not 5. We pulled off the runway and notified Tower. I ran the rejected TO checkout and we taxied back to XXL. The Captain and I discussed how could we have missed that?

I set the flaps to 5 and re-ran the Before Takeoff. We checked the brake temps and the FMC and briefed our departure again.

Once in cruise we debriefed how we missed such an important item. For my part it is not lack of proficiency, I just flew an trip as PF. Some factors that might have affected me were: the early call, the FMC deferral and the Engine no start. Also, with COVID-19 there are so few flights and we had a tight window to make the only ZZZ2 flight from ZZZ1 today. This self-induced time pressure might have subconsciously contributed.

**Synopsis**

First Officer reported setting the incorrect flaps resulting in an immediate rejected takeoff after receiving a configuration warning.
ACN: 1742825 (30 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

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

Component: 1
Aircraft Component: Aircraft Logbook(s)
Aircraft Reference: X
Problem: Improperly Operated

Component: 2
Aircraft Component: Minimum Equipment List (MEL)
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1742825
Human Factors: Distraction

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

Assessments
Contributing Factors / Situations : MEL
Contributing Factors / Situations : Procedure
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Logbook Entry
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

**Narrative: 1**

We operated two flights with an incorrect MEL applied. Flights A and B were operated under the incorrect MEL. MEL XX-X-XX was applied to Aircraft. The correct MEL should have been XX-X-XY. Due to flight deck wipe down I did not review logbook and MEL closely enough nor did I make sure I communicated completely with FO for confirmation.

I need to remember to utilize CRM when it comes to MEL compliance.

**Synopsis**

Air carrier Captain reported operating flights with an incorrect MEL applied. The flight deck sanitizing process was cited as a reason for not closely reviewing the logbook and MEL.
**Time / Day**

Date: 202005
Local Time Of Day: 1201-1800

**Place**

Locale Reference. ATC Facility: ZZZ. ARTCC
State Reference: US
Altitude. MSL. Single Value: 29000

**Environment**

Flight Conditions: VMC
Light: Daylight

**Aircraft**

Reference: X
ATC / Advisory. Center: ZZZ
Aircraft Operator: Corporate
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Descent
Airspace. Class A: ZZZ

**Person**

Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Corporate
Function. Flight Crew: Pilot Flying
Function. Flight Crew: Captain
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Flight Instructor
Qualification. Flight Crew: Instrument
ASRS Report Number. Accession Number: 1742814
Human Factors: Training / Qualification
Human Factors: Distraction

**Events**

Anomaly. Deviation - Altitude: Undershoot
Detector. Person: Flight Crew
When Detected: In-flight
Result. Air Traffic Control: Issued New Clearance

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

**Narrative: 1**

Working ZZZ Center I believe, at FL380, was given instructions to cross ZZZZZ at FL290. Set 500 FPM descent in FMS, with intention of verifying and adjusting once stabilized in descent. Person A came from cabin and began conversation at cockpit, distracting me from my intended task, and I did not see that we were not going to make 29,000 at ZZZZZ until just before crossing; increased rate of descent in attempt to make [the] restriction. Estimate missing crossing by 500 feet or possibly more, as at approximately the same time, Center called and gave us descent to FL240, so we continued our descent. No mention was made by ATC of any conflict nor any questioning as to what our status for making the restriction was.

This was our first trip in the aircraft in almost three months, due to COVID-19 pandemic issues, and also the first time we had worked as a crew in almost three months. Recent experience was certainly a factor, but not an excuse. I am extremely disappointed with myself for not staying better focused on my immediate task, and counseled the FO on duty to monitor when Pilot Not Flying.

Suggest all crews redouble efforts and vigilance in these trying times as we are all working in unfamiliar situations now with the pressures put on us by the pandemic. Fortunately at this early stage of things moving back toward some semblance of normal, there was probably not a great possibility of a traffic conflict. That will change in the coming days, and even though we may not personally make any more mistakes as these, there will be other crews coming back to flying from furloughs, etc. that still need to get their game back. Looking out for ourselves and the other guys and gals even more than we did before will be the new normal for some time.

**Synopsis**

Corporate Captain reported experiencing an undershoot of a crossing restriction and cited lack of recent flying experience due to the COVID-19 pandemic as a contributing factor.
**Time / Day**

Date: 202005
Local Time Of Day: 0601-1200

**Place**

Locale Reference.ATC Facility: ZZZ.TRACON
State Reference: US
Altitude.MSL.Single Value: 1600

**Environment**

Flight Conditions: VMC
Weather Elements / Visibility.Visibility: 10
Light: Daylight

**Aircraft**

Reference: X
ATC / Advisory.TRACON: ZZZ
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Cruise
Route In Use: Vectors
Airspace.Class B: ZZZ

**Person**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Single Pilot
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1742780
Human Factors: Confusion
Human Factors: Situational Awareness

**Events**

Anomaly.Airspace Violation: All Types
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Procedural: FAR
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Flight Crew
When Detected: In-flight
Result General: None Reported / Taken
Assessments

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

Narrative: 1

My home airport is a class D located just outside the ZZZ terminal Class B area. I always wanted to land at ZZZ and with air traffic quiet due to the COVID-19 situation, I thought this would be an opportunity to ask for permission to do so. The weather was clear and I climbed into Aircraft X and departed to the south. I got an early frequency change and got the weather at ZZZ, spoke to ZZZ Approach and asked if I could land at ZZZ. I told ATC I wanted a full stop and taxi back for immediate departure. ATC gave me a squawk code and instructed me to ident. Moments later ATC informed me he had radar contact and gave me a heading of 320 into Class B and to climb and maintain 1,600 feet for vectors to Runway XXL at ZZZ. I repeated the instructions and complied. I was vectored towards ZZZ Airport and then handed off to the Tower for landing. I switched to ZZZ Tower and was cleared to land. The landing was great and I was the only aircraft on the tarmac. I was given taxi instructions for departure on XXR, and asked if I could get vectors to ZZZ1 for a low approach. After departure I was given a heading and altitude for ZZZ1. I executed the low approach for Runway XY at ZZZ1 and then climbed for vectors to the north. I was told to fly to X location to maintain 1,500 feet. The X location was right in front of me with the beautiful city skyline to my left. As I passed over the X location and continued north, it occurred to me that I never heard "Cleared into the Class Bravo." I was given vectors to land at ZZZ, but ATC never said those magic words. I had forgotten to confirm with ATC prior to entering the Bravo if I was cleared, it was just assumed since I was given a discreet transponder code and vectors to land at ZZZ. It is important to avoid complacency during these unusual times where the airspace is eerily quiet. Air traffic has been significantly reduced and all of us, including air traffic controllers, must remain on top of our game so that when things get busy again, we are all ready to do our jobs effectively and remain safe up there. This much is clear.

Synopsis

GA pilot reported not being sure if he was cleared into Class B Airspace. Reportedly, the decision to fly into Class B airspace was based on the lack of traffic due to the COVID-19 pandemic.
ACN: 1742767 (33 of 196)

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

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

Environment
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 10
Light: Daylight
Ceiling. Single Value: 20000

Aircraft
Reference: X
ATC / Advisory.TRACON: ZZZ
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size. Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Training
Flight Phase: Final Approach
Route In Use: Vectors

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function. Flight Crew: Pilot Flying
Function. Flight Crew: Single Pilot
Qualification. Flight Crew: Instrument
ASRS Report Number. Accession Number: 1742767
Human Factors: Communication Breakdown
Human Factors: Situational Awareness
Human Factors: Other / Unknown
Communication Breakdown. Party 1: Flight Crew
Communication Breakdown. Party 2: ATC

Events
Anomaly. ATC Issue: All Types
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Executed Go Around / Missed Approach
Result. Air Traffic Control: Provided Assistance
Assessments

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

Narrative: 1

Having not been airborne in a couple of months, I decided some instrument approach practice was a good idea in VMC. My initial plan was an RNAV approach at ZZZ. But a late airplane switch put me in an airplane with only ILS capability so I decided to do the ILS approach at ZZZ1. This put me in busy ZZZ2 airspace. While practicing an ILS approach to ZZZ1 under the hood, ZZZ2 Approach was very busy. I set up the radio for ZZZ1 Tower in the secondary and double checked it per the approach chart. When handed over to ZZZ1 Tower, I switched the frequency and called the Tower with my position. I then was very busy keeping the needles centered. The air was a bit bumpy and I had not been flying since the COVID-19 outbreak so was very busy and focused. I was doing an OK job with the navigation but didn’t have much bandwidth for anything but the needles and pre-landing checks.

When I didn’t hear from Tower I thought it was odd but I was busy so just called for a low approach. After the go-around, I came back up on Approach frequency and the Controller said I had not contacted the Tower. I said I called them. Then I checked the frequency again. I had set .0X instead of .X. I had even checked it 3 times before the switch and again at the switch and didn’t catch the error. The second error was not confirming contact with the Tower and confirming landing clearance. Since the Approach Controller was very busy I cancelled approach practice and did some VFR landing practice. I need practice and will take an instructor with me next flight.

Synopsis

Pilot reported being switched from Approach to Tower, but dialed incorrect frequency resulting in a go-around.
ACN: 1742760 (34 of 196)

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Altitude.MSL.Single Value: 3500

Environment
Flight Conditions: VMC
Weather Elements / Visibility.Visibility: 10
Light: Daylight
Ceiling.Single Value: 4800

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Personal
Make Model Name: Small Aircraft, High Wing, 1 Eng, Retractable Gear
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Climb
Route In Use: None
Airspace.Class E: ZZZ

Component
Aircraft Component: Navigation Light
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Experience.Flight Crew.Total: 1650
Experience.Flight Crew.Last 90 Days: 2
Experience.Flight Crew.Type: 1400
ASRS Report Number.Accession Number: 1742760
Human Factors: Distraction

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

Assessments

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

Narrative: 1

I forgot to turn on my ADS-B for this flight. Climb and descent phases were inside the ZZZ Class B veil, but not in Class B area. I was using my MODE C transponder.

I have an ADS-B that powers on with the nav lights. I forgot to turn on the nav lights. I'm still getting used to operating with ADS-B out. I was also down for 2 months for my annual inspection, partly due to unavailability of my IA because of virus concerns. As this flight was a post-maintenance flight and a windy day, I was concerned about the windy conditions and the best procedure for working with the Tower to climb overhead the airport for the initial climb and checkout. (Working with the Tower was a non-issue, they are great).

I need to revise my Pre-taxi, Runup, or Before Takeoff checklist to include ADS-B (the placard on my panel is apparently not adequate). My checklists are laminated to back of my flight clipboard, so not easy to revise and still on the to-do list.

Synopsis

GA pilot reported forgetting to turn on Navigation Lights so the ADS-B would activate.
ACN: 1742716 (35 of 196)

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1742716
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Other

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Passenger Misconduct
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Passenger
When Detected: Aircraft In Service At Gate

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

Narrative: 1
During boarding, a passenger approached me to indicate his displeasure that another passenger was not wearing a mask. I offered to allow the passenger to move forward to the exit row to gain distance from the indicated passenger. Another passenger seated in
the exit row had removed his mask as he was eating. The original passenger, seated in seat X, opted to state that it was "[expletive]" that we wouldn't force everyone to wear masks. I did ask the passengers in question to put on a mask, but he refused. I brought the situation to both the other FA and the pilots. Passenger in seat X remained quiet once he returned to his seat.

Passengers are nervous about flying and rapidly changing requirements that vary from state to state as well as a general disregard for what flight attendants say on the part of the passengers.

**Synopsis**

Flight Attendant reported a passenger's displeasure with other passengers not wearing masks.
ACN: 1742698 (36 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

Environment
Flight Conditions: VMC

Aircraft
Reference: X
ATC / Advisory.Center: ZZZ
Make Model Name: Light Transport
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Cruise
Airspace.Class A: ZZZ

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Function.Flight Crew: First Officer
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1742698
Human Factors: Situational Awareness
Human Factors: Distraction

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
ASRS Report Number.Accession Number: 1742699
Human Factors: Distraction
Human Factors: Fatigue

Events
Anomaly.Deviation - Altitude: Overshoot
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Returned To Clearance
Assessments

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

Narrative: 1

At approximately XA:15Z the pilot flying noticed we were about 500 feet above our assigned block altitude FLX50-X70 and climbing at 200 FPM. This was brought to my attention, pilot flying quickly corrected the error, and we resumed cruise flight at FLX70. No other aircraft were around us and nothing was said to us by the Center Controller. Flight continued uneventfully.

Ultimately both the pilot flying and I were distracted and tired. Both of us had reported in a tiredness the night before after several long tough days. Neither one of us got the amount of quality of sleep we wanted for that day. In addition, we were in an in-depth discussion on current events and I believe that added to the distraction. We were in the block FLX50-FLX70 but level at FLX60 when the pilot flying communicated and decided to climb to FLX70. I acknowledged that, but failed to realize that the altitude selector was never reset from FLX60 to FLX70. Under normal circumstances I would have trapped that error, but I believe the aforementioned factors contributed to me missing this detail.

This was a breakdown of SOP. Both of us are to blame for letting our guard down and not remaining diligent despite the fact that we had now flown together enough to trust each other. Sometimes it creates more errors when you trust the other person too much, it makes it easier to deviate from SOP. I believe this error was caused by a multitude of factors which have been mentioned above and to prevent that in the future requires more diligence on my part and the part of the pilot flying.

Narrative: 2

While in the block FLX50-X70, we were level at FLX60. We had become light enough to climb to FLX70 so I notified the FO that I was doing so. For whatever reason, this time I selected the climb mode without resetting the Altitude Selector first. We'd had a couple challenging days with schedules and passengers and were also distracted by a sensitive conversation about COVID-19. We agreed afterward that we were more tired than we realized. I caught the error as we approached FLX75 doing 200 FPM. The last altitude I remember seeing in my scan was FLX68, when I made a subtle mental note that we should be level in a minute. The total deviation was 500 feet and ATC never said anything to us as I descended back down to FLX70. I checked the TCAS both Above and Below on the 50 nm scale and didn't see any aircraft anywhere on the map. Fortunately we were in relatively empty airspace controlled by Center. I don't know why I didn't set the altitude first. That is certainly not normal practice for me so I guess it was the cumulative effect of being tired and being distracted by a conversation about a sensitive subject.

Both crew members being more tired than we realized. Being distracted by a sensitive conversation about COVID-19. My deviation from SOP and the FO's failure to monitor the SOP.

If any one of the factors of SOP deviation, conversation distraction, or fatigue is removed, it wouldn't have happened. All we can do is try to minimize these threats. Most important is the adherence to SOP, but it's the cumulative effect that got us in this case. Obviously my attention has been refocused on SOP adherence going forward.
**Synopsis**

Flight crew reported climbing 500 feet above assigned block altitudes and cited COVID-19 conversation distractions and fatigue as contributing factors.
ACN: 1742622 (37 of 196)

**Time / Day**
Date: 202005

**Place**
Locale Reference.Airport: ZZZ.ARTCC
State Reference: US

**Aircraft : 1**
Reference: X
ATC / Advisory.Center: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Climb
Airspace.Class A: ZZZ

**Aircraft : 2**
Reference: Y
ATC / Advisory.Center: ZZZ
Make Model Name: Small Transport
Crew Size.Number Of Crew: 2
Flight Plan: IFR
Flight Phase: Cruise
Airspace.Class A: ZZZ

**Person**
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function.Air Traffic Control: Enroute
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 6
ASRS Report Number.Accession Number: 1742622
Human Factors: Situational Awareness
Human Factors: Distraction

**Events**
Anomaly.ATC Issue: All Types
Anomaly.Conflict: Airborne Conflict
Detector.Automation: Air Traffic Control
When Detected: In-flight
Result.Air Traffic Control: Issued New Clearance
Result.Air Traffic Control: Separated Traffic

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

Narrative: 1

I had just got a relief briefing shortly before the event. I was cleaning the equipment immediately after assuming the position. I would normally be scanning, but my attention was diverted to cleaning the equipment. Aircraft X was already climbing to FL350 and Aircraft Y was level at FL280 both on route. Most aircraft are climbing extremely well right now with the coronavirus traffic being low. I did not see during the briefing the possible conflict based on climb rate of Aircraft X and Aircraft Y. However, after conflict alert triggered I immediately turned Aircraft X 30 degrees left and expedited his climb. I then called a traffic alert to Aircraft X and told him to expedite again. I then called traffic to Aircraft Y. Then Aircraft Y said he had the traffic in sight. After regaining standard separation I cleared Aircraft X back on course. No other issues noted.

I should have done a better job scanning during the relief briefing. I normally would have and should have this time also turned Aircraft Y 30 degrees away from Aircraft X. For some reason (probably the change in environment of traffic) my instincts didn't turn both aircraft which would have probably kept separation or been very very close to it. I should have done a couple scans before cleaning the equipment or switching aircraft to the next frequency which took my eyes off a possible conflict.

Synopsis

Center Controller reported a loss of separation event due to being distracted while cleaning equipment.
**Narrative: 1**

Due to the unprecedented events of COVID-19, the FAA has made special exemptions to requirements of meeting 90-day currency for takeoffs and landings for Airmen and other rules in relation to currency of flight operations.

The aspect of the exemption in question is the exemption for Air Carrier Pilots that allows 2 additional calendar months before De-Qualification.

As a member of a flight crew for a 121 Operator, it has come to my attention that there has not been any guidance as to the scenario of two Air Carrier Pilots who have not flown within 90 days or greater to fly together. One concern of mine is a flight crew operating where a Captain was on Voluntary/Non-Voluntary Time Off for 90 days or greater and a First Officer was also on Voluntary/Non-Voluntary Time Off or not flying as a result of COVID affecting regular flights.
Keeping in the rules 'No Green on Green' always in mind, I believe that the issue of pilot proficiency vs currency should be addressed.

**Synopsis**

Air carrier First Officer requested guidance in a scenario where two air carrier pilots, neither of whom has flown within the prior 90 days due to the new 2-month FAA extension, are operating on the same flight. The First Officer expressed concern regarding the issue of pilot currency versus pilot proficiency.
ACN: 1742475

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1742475
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Flight Attendant

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

Assessments
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Primary Problem: Human Factors
**Narrative: 1**

We had an extremely light passenger load. During the boarding process, the forward FA asked me if it was okay if a passenger moved from the aft of the aircraft to the front of the aircraft. I told her it was okay with me if she was comfortable with doing so, but that was the last communication that we had. After takeoff, I had a sudden realization that the passenger may have moved and that the passenger data/distribution from the auto-closeout may differ from our actual passenger distribution, therefore affecting the accuracy of our weight and balance and manifest. I had the FO call back to the FAs, who confirmed that the passenger did in fact move. After landing, the FA told me that she did not realize that we needed the updated passenger locations for our manifest/weight and balance numbers.

This event was caused by a lack of communication by both parties. By not closing the communication loop, there was information that was not conveyed correctly and therefore caused a breakdown. The lack of further information from the FA led me to the assumption that the passenger was not moved, whereas in her opinion I had given her the OK to do whatever she needed to do and there was no need to report back with any changes. Additionally, we are so used to flights being full and the auto-close out process being so automated, that moving passengers is a relatively new occurrence that none of us were necessarily expecting, but that we should be aware of and expect to occur more in the future.

During unprecedented times such as these where passenger loads are extremely light and the need to distance passengers may be necessary, and where the weight and balance process is now very streamlined and automated, it would be a great reminder for all crewmembers to be aware of the necessity to maintain accurate record of passenger location, and update the data in the MCDU to reflect where passengers are actually seated if it differs from the auto close-out data. Explaining to flight attendants the importance of this communication (having an accurate manifest and subsequently weight and balance data) may help all parties understand the importance of making these changes. I personally plan on briefing the crew during particularly empty flights, that they need to report any passenger seating changes to me prior to departure.

**Synopsis**

Air carrier Captain reported that the aircraft departed with passenger distribution data different from the actual distribution due to one passenger changing seats. The Captain noted the aircraft was very lightly loaded and it was important to ensure an accurate record of passenger location, as this could affecting weight and balance data.
ACN: 1742319  (40 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Angle.Radial: 070
Relative Position.Distance.Nautical Miles: 10
Altitude.MSL.Single Value: 500

Environment
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 10
Light: Daylight
Ceiling.Single Value: 10000

Aircraft: 1
Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Cruise
Route In Use: None
Airspace.Class E: ZZZ

Aircraft: 2
Reference: Y
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Cruise
Route In Use: None
Airspace.Class E: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Single Pilot
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 1742319
Human Factors : Situational Awareness
Human Factors : Distraction

Events
Anomaly.Conflict : Airborne Conflict
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Crew
Miss Distance.Horizontal : 1000
Miss Distance.Vertical : 250
Result.Flight Crew : Took Evasive Action

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

Narrative: 1
Flying VFR with flight following from ZZZ Approach on local flight to maintain currency and run engine during COVID-19 inactivity. I was flying at 500 feet when my ADS-B/TIS traffic alert activated. I observed traffic head on at my altitude about a mile away, opposite direction that appeared to be a small aircraft as well. I immediately turned to the right, and descended to approximately 300 feet. The traffic passed off my left with adequate clearance. As I recovered from this maneuver I found myself around 300 feet over a group of people, possibly violating minimum altitude over persons. Once the traffic passed I climbed to a safe altitude consistent with minimum altitudes for the area.

Synopsis
Pilot reported having to descend to avoid a collision, then realized aircraft may have been too low over a group of people.
**Time / Day**
- Date: 202005
- Local Time Of Day: 0601-1200

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

**Environment**
- Flight Conditions: VMC
- Weather Elements / Visibility: Visibility: 6
- Weather Elements / Visibility: Other
- Ceiling: Single Value: 5000

**Aircraft**
- Reference: X
- Aircraft Operator: FBO
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 2
- Flight Plan: None
- Mission: Training
- Flight Phase: Landing
- Route In Use: Visual Approach

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: FBO
- Function.Flight Crew: Trainee
- Function.Flight Crew: Pilot Flying
- Qualification.Flight Crew: Commercial
- Qualification.Flight Crew: Flight Instructor
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Copyright Accession Number: 1742312
- Human Factors: Training / Qualification
- Human Factors: Distraction

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: Clearance
- Anomaly.Inflight Event / Encounter: Weather / Turbulence
- Detector.Person: Flight Crew
- When Detected: In-flight
- Result.General: None Reported / Taken

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

**Narrative: 1**

This was my first training flight in furtherance of a CFII rating. I received my CFI rating and have not flown as an instructor pilot since receiving my rating.

My CFI-I instructor pilot for today's flight was someone I met over the phone. This morning was my first in person meeting with him. Prior to today's flight, I have [XX] hours of CFII ground instruction with a different instructor.

Last evening, I prepared for the flight by organizing my instrument instructor materials and monitoring the weather. I used Foreflight to monitor the weather checking METAR, TAF and MOS for the morning. At the time, the weather was reporting morning calm winds, good visibility and winds increasing in intensity to over 20 knots by the afternoon. Our flight was scheduled for 2 hour flight time, so I believed we would be completed before the wind front moved through the area.

This morning, I checked Foreflight weather again - METAR, TAF, MOS and winds aloft prior to leaving the house. The current and forecast weather was not significantly changed from the evening prior. I did note the winds aloft at 6,000 was over 20 knots and at 3,000 was in the teens. I do not recall the exact winds. During my drive to ZZZ, I listened to local area forecast on the radio which confirmed what I already knew regarding the weather and wind.

Good night's sleep, no health issues, no alcohol consumption in probably 3 or 4 weeks. Hydrated and personally fueled. No home or work related stress. I am, however, driven by college course requirements to complete my overdue CFI-I training which - I had hoped - to do by the end of [month].

On arrival at ZZZ, the winds were calm. We met at XA:00, briefed our flight training for the morning with the intent to review avionics. We also reviewed CFII flight standards and best practices for instructors. I would be flying from the Right Seat for the lesson.

At approximately XA:45, we left for the hangar. I noted the winds had started to pick up. We conducted pre-flight inspection of the aircraft together and departed ZZZZ for the practice area without incident. ATIS report was unchanged from our departure, winds 260@12 knots peak gust to 17.

Flight training was uneventful and as planned. I set up for the Approach to ZZZ, under view limiting device, and contacted Approach for the practice approach. ATIS report was unchanged from our departure, winds 260@12 peak gust to 17. I flew the approach and after passing the final approach fix at 2,000 feet, I added one notch of flaps and reduced power for the descent. At the time, I called out the approach speeds out-loud. Approximately 2 -3 miles from the threshold I added a second notch of flaps, I removed the view limiting device. I commented that I was keeping a bit more power in, at 1700 RPM, to compensate for the windy conditions and would not add additional flaps. I believed I was flying a stable approach and was on glidepath to land on the 1,000 feet runway markings. I reduced power upon crossing the threshold to about 1200 - 1300 RPM.

Approximately 200 feet before the 1,000 foot marker I was beginning the landing flare when we encountered a wind gust that caused the plane to balloon. I recovered and started a landing attempt when a second gust put us on the ground and the aircraft...
porpoised twice. I continued moving down the runway and taxied to the hangar. As we were departing the runway, ATC reported a wind gust to 19 knots.

During post-flight inspection, we noticed about a small bend on the prop tip.

Chain of Events:

- New instructor to me
- Current but not proficient in the type aircraft since my last flight in almost a year.
- Current, but had not flown in over a month, rusty.
- Failed to give the surface winds the attention I should have. I was watching the weather, but was (a) eager to get back into the air; (b) I failed to recognize the hazard it created given my level of proficiency from lack of flying in the last 30 - 90 days; and, (c) failed to recognize that the cross wind component on landing was close my personal minimums given my flight recency.
- At the FAF, I called out the landing airspeeds and recognized the wind conditions required compensation which I also said, out loud, about 2-3 miles from the threshold. I still felt comfortable with the approach and noted - out loud - the position of the windsock almost down the runway.
- When at the flare near the touchdown point encountering the gust of wind - which in hindsight, was probably a wind shear - and aircraft ballooning, I failed to take immediate action. The chain of event culminating in the aircraft porpoising and the prop striking the runway.

LESSONS LEARNED -

- Given the weather forecast of increasing winds, I should have realized that my personal minimums would be near the limits at the time we would finishing the lesson. In fact, the winds performed exactly as forecast. At this point I should have postponed the lesson, but I was driven by a desire to get back in the plane from such a long period of time and start my CFII training.

- Since I had not flown in this type aircraft in almost a year and, again, given the wind forecast, I should have postponed the training flight for another day.

- During the approach, I took note of the increased winds and the need to compensate with pitch and power and flaps to mitigate against what eventually happened. My inexperience was overcompensated, however, by my belief that I was maneuvering the aircraft in a stable approach for landing and that "I could do it."

- At the flare, when the wind ballooned the aircraft I failed to immediately initiate a 'go around' by adding full power and flying the aircraft. Instead, I forced the landing by trying to salvage it when a second gust put us on the ground and porpoising twice. I believe this was caused by me not reducing enough power coming over the threshold and landing with too much speed. Again at the first indication of a bounce, and giving the windy conditions, I should have immediately applied power and initiated a go-around.

CORRECTIVE ACTIONS I SHOULD HAVE DONE:

- Immediately, and without hesitation, initiated a go-around. That is the safest thing to do.

- Postponed flight training due to the windy and gusty conditions, my limited flying during COVID-19 restrictions, and my lack of recent experience flying this type aircraft.
- Discussed during pre-flight with the flight instructor my lack of recency in this type aircraft and the winds reaching my personal minimums around the time our lesson would conclude.

Finally, I am glad no one was injured and the aircraft is repairable. This was a very hard lesson for me, but one that will resonate for the rest of my flying career and one that I can/will share with others.

**Synopsis**

Pilot reported wind gust caused the aircraft to porpoise twice during landing causing minor propeller damage. Pilot cited lack of flying as a contributing factor.
ACN: 1742311 (42 of 196)

Time / Day
Date: 202005
Local Time Of Day: 1201-1800

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Altitude.MSL.Single Value: 1100

Environment
Flight Conditions: VMC
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: FBO
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Training
Flight Phase: Initial Climb
Route In Use: None
Airspace.Class C: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: FBO
Function.Flight Crew: Instructor
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Commercial
Qualification.Flight Crew: Flight Instructor
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1742311
Human Factors: Situational Awareness
Human Factors: Distraction
Human Factors: Training / Qualification
Human Factors: Communication Breakdown
Human Factors: Confusion
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

Events
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Track / Heading: All Types
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Air Traffic Control
When Detected : In-flight
Result.Flight Crew : Returned To Clearance
Result.Air Traffic Control : Issued New Clearance

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

Narrative: 1
I was training a student in the local ZZZ area (ZZZ). After completing training maneuvers [XX] miles east of ZZZ we returned to ZZZ for touch and go landings. After the 2nd landing we climbed to [an] upwind leg. The Tower Controller was talking to me and another aircraft in the pattern. He gave an instruction to the other aircraft which was doing another touch and go. I heard the Controller say extend upwind he will call the crosswind turn. At the time I made a quick comment correcting my student on his climb speed. I believed the Controller was talking to the other aircraft. I proceeded to make a normal left crosswind turn and continue a normal traffic pattern. As I was on downwind the Controller advised me I should have been on crosswind. I apologized and informed him I didn't realize that instruction was for us. ZZZ has been working with minimum staffing due to the COVID-19 pandemic. A single Controller handles three positions Clearance Delivery, Ground Control, and Tower. With this in mind I would've chosen to do touch and go landings at an airport with less traffic. I will be sure to be cautious about this fact until air traffic and controller staffing goes back to normal.

Synopsis
Instructor pilot reported thinking Tower instructions for them were for another aircraft resulting in a heading deviation. Reporter cited Tower staffing issues due the COVID-19 pandemic as a contributing factor.
Non-rev passenger cleaned her seat area with bleach. I smelled the chemical. Number three notified the Captain and the number one Flight Attendant. They called for the customer service. The customer service representative talked with the passenger and had
the bleach removed from the aircraft. Flight continued on to ZZZ without any further incident.

**Synopsis**

Flight Attendant reported a passenger cleaned the seat with bleach. Bleach was removed from aircraft and flight departed.
On this flight, my first flight worked since the introduction of mandatory masks I found it incredibly difficult to address the non-compliance of many passengers with the mandatory mask requirement based on the guidelines provided, even after reviewing them thoroughly several days before. Many passengers boarding the aircraft were not wearing masks and instead holding them in their hands, some of them stating that they didn't know it is now a
mandatory requirement, though I was told announcements were made at the gate.

The verbiage in the guidelines need to be more clear on what, if anything, can be done for non-compliance of passengers wearing masks on board the aircraft. I think that there should be a clearer approach to dealing with this new mandatory mask requirement as well as the non-compliance that will follow. I feel that having a more cohesive approach from both Ground Personnel and flight attendants will reduce the non-compliance in a non-confrontational way.

**Synopsis**

Flight Attendant reported difficulty and confusion with guidelines when trying to enforce the mandatory mask requirement.
ACN: 1742175 (45 of 196)

**Time / Day**
Date: 202005
Local Time Of Day: 1201-1800

**Place**
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Distance.Nautical Miles: 25
Altitude.MSL.Single Value: 13000

**Environment**
Flight Conditions: VMC
Light: Daylight

**Aircraft**
Reference: X
ATC / Advisory.TRACON: ZZZ4
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Climb
Route In Use: Vectors
Airspace.Class E: ZZZ

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Flight Instructor
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1742175
Human Factors: Situational Awareness
Human Factors: Confusion

**Events**
Anomaly.Deviation - Altitude: Excursion From Assigned Altitude
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Returned To Clearance
Assessments
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Human Factors

Narrative: 1

We departed ZZZ. We had received a short-range clearance via the ZZZZZ1 Departure Procedure to the ZZZ1 VOR with a climb to 9,000 and as part of the clearance, told to expect filed route and altitude within 10 minutes â€¦. The routing I had filed was ZZZ ZZZZZ1 ZZZ1 ZZZ2.

The copilot is a very experienced pilot, but new to both the aircraft and the older avionics in the aircraft. During the climb, we were given a heading of 340 degrees and cleared to climb to 12,000 feet MSL. Shortly afterwards, we were issued our "filed route" with the exception that ATC added ZZZ3 and ZZZ3 005/060 to the route prior to ZZZ4 and to climb to 14,000 feet and a new heading was issued to intercept the ZZZ3 005 radial. The aircraft is equipped with older EFIS and FMS. We were climbing very quickly and somehow we missed selecting the altitude preselect arm. We had briefed the need to always arm and altitude selector with each and every change in altitude and to also verify that it was armed 1000' prior to the preselected altitude.

I realized that we were probably close to intercepting the assigned radial and rather than ask my copilot to set things up in an FMS that he was still unfamiliar with, I put my head down to program the FMS with the new routing. The copilot called out the altitude deviation as we were going through 14,300 at a high rate of climb. It took another couple of hundred feet to arrest the rate of climb and work our way back to 14,000 feet.

I believe that there were several factors involved in this incident. First and foremost, as PIC, I simply failed to properly manage my inexperienced (in that aircraft) copilot. I failed to follow the principle of AVIATE, NAVIGATE and COMMUNICATE.

Contributing factors were that we were both rusty - our flying had been significantly reduced due to the COVID-19 quarantines. [X] days before the incident we had flown the aircraft [X] hours on a series of test flights. Prior to that, the last time we had flown the aircraft was over two months ago.

Additionally, the Tower personnel at ZZZ could have issued a more appropriate short-range clearance out of ZZZ. I have received the "ZZZ3 ZZZ3005/060..." routing many times in the past for northbound flights out of the ZZZ4 area when departing out of ZZZ5 which is north of ZZZ4. However, this was my first flight northbound out of ZZZ which is south of ZZZ2. In the past, on departures out of ZZZ to the South, East and West, the clearance received when contacting ZZZ4 Approach was actually the same as what I had filed. I know that this information is available to the ATC staff at the ZZZ Tower, or should be, because after the fact, I checked my email and discovered that [company] had sent me an email giving me the "Expected ATC Routing" for the flight that included the "ZZZ3 ZZZ3005/060" between ZZZ1 and ZZZ2. Having this information included in the "expect..." clearance issued prior to departure would allow flight crews to program their nav systems prior to takeoff. It is a very simple thing that reduces workload and would therefore enhance safety.
Finally, as a flight crew, we debriefed the event and discussed the appropriate techniques and safeguards that we need to strictly follow as we resume flying.

**Synopsis**

Pilot reported experiencing an altitude deviation during departure. Reporter cited routing clearance issues and lack of flying due to the COVID-19 pandemic as contributing factors.
ACN: 1742161 (46 of 196)

Time / Day
Date: 202004
Local Time Of Day: 1801-2400

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

Environment
Weather Elements / Visibility: Fog
Weather Elements / Visibility.Visibility: 1
Ceiling.Single Value: 300
RVR.Single Value: 5000

Aircraft
Reference: X
ATC / Advisory.Center: ZZZ
Aircraft Operator: Air Taxi
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 135
Flight Plan: IFR
Flight Phase: Takeoff
Route In Use: Direct
Airspace.Class E: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Taxi
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Commercial
Qualification.Flight Crew: Flight Instructor
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1742161
Human Factors: Fatigue
Human Factors: Distraction
Human Factors: Confusion

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

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

Narrative: 1
During all this COVID restrictions fatigue is taking its toll. At ZZZ I called Center and picked up clearance and departed to ZZZ1 like usual. After departure I had doubts about being released or not. Every night it is pick up the clearance with a fast issuance concluded with void in 5. During all this I will correct any doubts about being released by making sure there is verbal confirmation or denial of "you are released" or "hold for release". It would be an improvement in safety to require a verbalization of release on every clearance at uncontrolled fields as this one was at the time.

Synopsis
Pilot reported being unsure if he had a release to get airborne on a flight. Fatigue from COVID-19 restrictions was cited as a contributing factor.
ACN: 1742159 (47 of 196)

Time / Day

Date : 202005
Local Time Of Day : 0601-1200

Place

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

Aircraft

Reference : X
ATC / Advisory.Tower : ZZZ
Aircraft Operator : Personal
Make Model Name : Small Aircraft
Crew Size.Number Of Crew : 1
Operating Under FAR Part : Part 91
Flight Plan : None
Mission : Personal
Flight Phase : Landing
Route In Use : None

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Personal
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Single Pilot
Qualification.Flight Crew : Private
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 1742159
Human Factors : Situational Awareness
Human Factors : Distraction

Events

Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Ground Excursion : Runway
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Regained Aircraft Control

Assessments

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

Narrative: 1
Was cleared to land on Runway XXR at ZZZ, airspeed was approximately 5 knots higher than usual on approach. Made a normal, smooth touchdown on XXR prior to Taxiway 1. Almost immediately on the initial rollout encountered a right crosswind and aircraft swerved hard to the left. The aircraft exited the runway pavement between Taxiways 1 and 2 and the remainder of the rollout was on the grass infield between Runways XXR and XXL until reaching Taxiway 2. Then taxied onto Taxiway 2 and, after receiving clearance, taxied the aircraft normally across Runway XXR to parking. The aircraft sustained minor cosmetic damage and there were no injuries. It was a solo flight. ZZZ Tower had inquired after the rollout as to whether any assistance was required to which I replied in the negative.

Factors which I believe contributed:
1. Due to Covid 19 pandemic and aircraft being in annual for a month did not have much recent flight experience.
2. Due to Covid 19 pandemic, had to order shoes online, instead of being fitted in a store, which were heavier than expected and worn for the first time during this flight, which resulted in less rudder sensitivity and probably decreased ability to control aircraft on rollout.
3. Crosswind force taking effect almost immediately upon initial rollout right after touchdown.
4. Airspeed 5K too high on touchdown.
5. Failure to react quickly enough due to lack of recent flight experience in regards to a go-around, though still not sure a go-around would have helped.
6. Had been very mentally focused on instrument procedures and flying holding pattern during the flight prior to landing and had "expectation bias" of a normal landing with no crosswind.

Synopsis
Pilot reported after landing a crosswind took control of the aircraft causing a runway excursion.
ACN: 1742152 (48 of 196)

Time / Day
- Date: 202005
- Local Time Of Day: 1201-1800

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

Environment
- Flight Conditions: VMC
- Weather Elements / Visibility: Visibility: 10
- Light: Daylight

Aircraft
- Reference: X
- ATC / Advisory: Tower: ZZZ
- Make Model Name: Small Aircraft
- Crew Size: Number Of Crew: 1
- Flight Plan: IFR
- Mission: Ambulance
- Flight Phase: Landing
- Route In Use: Vectors
- Route In Use: Visual Approach

Person
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Flight Deck
- Function: Flight Crew: Pilot Flying
- Function: Flight Crew: Single Pilot
- Qualification: Flight Crew: Flight Instructor
- Qualification: Flight Crew: Multiengine
- Qualification: Flight Crew: Instrument
- Qualification: Flight Crew: Air Transport Pilot (ATP)
- ASRS Report Number: Accession Number: 1742152
- Human Factors: Distraction
- Human Factors: Communication Breakdown
- Communication Breakdown: Party1: Flight Crew
- Communication Breakdown: Party2: ATC

Events
- Anomaly: Deviation - Procedural: FAR
- Anomaly: Deviation - Procedural: Published Material / Policy
- Anomaly: Deviation - Procedural: Landing Without Clearance
- Anomaly: Ground Incursion: Runway
- Detector: Person: Flight Crew
- When Detected: Taxi
- Result: General: None Reported / Taken
Assessments

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

Narrative: 1

I was vectored for a visual approach to Runway X. When asked to contact Tower I switched frequencies, but forgot to contact the Tower and unfortunately landed without a clearance. During this time I was monitoring my medical crew in the back as we had a very sick passenger on board. This is not an excuse but with all the COVID-19 patients we've been flying the last few weeks I've just found myself a bit preoccupied with thoughts of bringing the virus home to my family and not knowing it. That being said, even with everything that is going on, as a professional we still need to pay attention to the task at hand and not get complacent. That truly is why this happened I feel. We get comfortable at our home environment, beautiful day and we forget the simple things that are a vital part of the operation. It's been fairly quiet at the airport except for a few passenger and air ambulance flights, so there was no infraction of airspace or anything that involved another aircraft but is still something that after years of flying I can't believe happened. Bottom line, we have to pay attention!

Synopsis

Pilot reported landing without clearance and cited the COVID-19 environment as a contributing factor.
Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1742122
Human Factors: Distraction
Human Factors: Situational Awareness

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: Aircraft In Service At Gate
Result.General: Flight Cancelled / Delayed

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

Narrative: 1
Before boarding I notified agent and 2 flight service personnel that passenger in seat XX needed to be moved away from my jumpseat for social distancing. The seat is directly facing the YY jumpseat. I have legitimate concerns of contracting COVID-19 when seated directly facing a passenger in such close proximity. I confirmed a 2nd time with the agent that I wanted the passenger moved. Flight service informed me that the passenger would be moved to a different seat. I was satisfied with the answer and boarding began. As we reached the end of boarding I observed that the passenger still seated in original seat, our legs would also be extremely close, was coughing, and was not wearing a mask. A different agent came aboard aircraft and I notified her that he was supposed to be moved. She responded that she had no idea what I was talking about. I requested flight service to return to the aircraft. Flight service stated that the flight was at complete [XX]% capacity and they couldn't move him because no other seats available. They informed me that if I was scared I will just be removed (without pay, missed trip, disciplinary action). I asked flight service for a few minutes to allow him to gather my options which now meant delaying the flight. I briefed Captain on what was transpiring. I was informed that I would be disciplined if I chose not to work the flight and the guidelines states it is sufficient enough if both passenger and I have on masks while facing each other. I asked flight service if they had extra masks to provide passenger, which they did not. I spoke with passenger regarding wearing a mask which, although disgruntled, he was able to produce from his carry on luggage. I returned to boarding door and informed flight service that I would work the flight. Boarding door was closed quickly and we rushed to push the flight. Through all of the confusion I did not brief my exit rows. After arming my doors and completing All Call, I went directly into the lav in an attempt to gather my composure, completely forgetting that X people in the exit row needed a manual safety demo as their monitors were stowed. The chaos and confusion while boarding, the lack of clear and concise communication from flight service, coupled with my fear of how to protect myself from contracting COVID-19 led to my lack of focus and poor performance of required duties.

**Synopsis**

Flight Attendant reported requesting a passenger be moved to accommodate for COVID-19 social distancing. Passenger was not moved and in the process Flight Attendant forgot to brief emergency row.
Time / Day
Date : 202004

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

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

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1742121
Human Factors : Situational Awareness

Events
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : None Reported / Taken

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

Narrative: 1
We were working the flight and were not informed of the X passengers with COVID-19 symptoms until already in flight. They were sitting in the aft near our crew rest seats. They didn't wear their masks for the entirety of the flight. Will we be informed if they receive positive tests for the Coronavirus?

Synopsis
Flight Attendant reported not being informed of passengers on the aircraft with COVID-19 symptoms until after airborne.
ACN: 1742058 (51 of 196)

Time / Day

Date: 202005
Local Time Of Day: 1801-2400

Place

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

Environment

Flight Conditions: Marginal
Light: Dusk

Aircraft

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

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1742058
Human Factors: Confusion

Events

Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Clearance
Anomaly.Inflight Event / Encounter: Weather / Turbulence
Detector.Person: Dispatch
When Detected: In-flight

Assessments

Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Primary Problem: Human Factors
Narrative: 1

I was notified by the safety department that the Dispatcher for our flight filed a report for that flight departing without an alternate. The TAF information that we looked at showed the weather legal to depart without an alternate. Once boarding was complete it came to our attention that the gate agent boarded before the plane was sprayed with disinfectant. We called the Operations Center and they wanted the plane to be deplaned and sprayed. We finally talked with operations and got them back out to reattach the jet bridge and send the sprayers out. After cleaning was complete we re-boarded, closed up and prepared to push back. When we were initially ready to push we would not have been very late. As we waited longer and longer for a push crew the weather got worse at our destination. We ended up landing XX minutes out of our window to file without an alternate.

Due to the aircraft cleaning being delayed and our focus being towards the cleaning of the aircraft and figuring out how to get everyone off and cleaners back on we became distracted. We took our attention away from the flight and did not catch that we were to arrive much later than expected and when we would need an alternate. The Dispatcher did not catch this either and we departed without an alternate.

The pilot's sole focus should be on the safe operation of the aircraft, there needs to be some sort of divide when it comes to who handles the cleaning and problems in the back of the aircraft. When our attention was away trying to make sure other people were doing their jobs, i.e., cleaning in the cabin, we became distracted and didn't catch the mistake made in filing an alternate.

Synopsis

Air carrier First Officer reported taking off without a required alternate. A delay due to spraying for COVID-19 was cited as a contributing factor.
ACN: 1742028 (52 of 196)

**Time / Day**

Date: 202005

**Aircraft**

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

**Person**

Reference: 1  
Location Of Person. Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function. Flight Crew: Captain  
ASRS Report Number. Accession Number: 1742028  
Human Factors: Confusion

**Events**

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

**Assessments**

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

**Narrative: 1**

Air Carrier X is not following SAFO20009 guidance in its operation. Air Carrier X is not providing to its passengers or flight crewmembers procedures on using oxygen masks while wearing required face masks on board aircraft. Alcohol based hand sanitizer is not being provided to flight crewmembers. Lack of facilities on aircraft or near aircraft to wash hands with soap and water. Cabin and flight decks are not being cleaned, disinfected, or sanitized after every flight or between crew changes. Lack of detailed cleaning process for flight crewmembers. Flight decks and cabins are dirty and stained. There is no assurance that you are using a clean, disinfected, and sanitized aircraft or workplace. No social distancing practices are being implemented in workplace. Crewmembers are having to share uncleaned surfaces with numerous coworkers and other company employees.

Provide employees with alcohol based hand sanitizer. Provide employees with proper PPE and training for disinfectant product usage and manufacturer's instructions for using product are adhered to IAW with Safety Data Sheets. Create a logbook for each aircraft
about its cleaning history with employee names, times, areas that were cleaned, and what products were used. Provide proper cleaning instructions and training. Provide passengers and flight crewmembers guidance on using oxygen masks while wearing face masks. Provide potable water so crewmembers can wash their hands with soap and water. Provide a socially distanced area for crewmembers to use a landline phone and computer to complete preflight briefings, through flight and post-flight paperwork.

**Synopsis**

Air carrier Captain reported that airline is not following the SAFO2009 guidance during the COVID-19 pandemic.
**ACN: 1742024 (53 of 196)**

**Time / Day**
- Date: 202005
- Local Time Of Day: 1801-2400

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

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

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Function.Flight Crew: Pilot Flying
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Accession Number: 1742024
- Human Factors: Distraction
- Human Factors: Situational Awareness
- Human Factors: Confusion

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- When Detected: Aircraft In Service At Gate
- Result.General: Maintenance Action
- Result.General: Flight Cancelled / Delayed

**Assessments**
- Contributing Factors / Situations: Company Policy
- Contributing Factors / Situations: Human Factors
- Contributing Factors / Situations: Procedure
- Primary Problem: Human Factors
Narrative: 1

We had to return to the gate and remove a passenger exhibiting the signs and symptoms of COVID-19. We had just finished de-icing the aircraft and when I called the FA to notify her, she informed me that we had a passenger in the back of the airplane that was visibly ill. She said he was coughing, sneezing, not wearing a mask, and he refused to wear a mask despite repeated attempts by her to give him one. A doctor who was sitting in front of him said he had also gotten up to use the lavatory about five times since they had boarded. She also said the other passengers were starting to panic and become upset with him. I told her to keep them calm and we were going to return to the gate as soon as I spoke to Dispatch so they could put the wheels in motion per airline protocol.

During a global pandemic, a visibly sick passenger was able to get through check-in, security, walk through the terminal, past a gate agent, and onto an airplane with [XX] other passengers and [X] crew members.

I got Person Y on the phone, told him I wanted to return to the gate, and asked him what I needed to do to adhere to Airline's current COVID-19 protocol. He said he needed to make some phone calls and would get right back to me. While I was waiting I called operations on the radio to tell them what was going on and find out which gate they wanted us to return to once got back to the ramp. Person Y called me back and said once we returned to the gate EMS was going to evaluate the passenger and we would go from there. I notified the FA and then notified the passengers as delicately as I could of the situation. Once we got back to the gate EMS came on board and went back to the passenger who was in seat X. They escorted him off of the airplane and into the ambulance at the bottom of the jet bridge where they evaluated him. While this was going on I called Person Z to inform him of the situation as well. A few minutes later the EMS came up and said he wanted to speak to me out on the jet bridge. He informed me that the passenger was "positive for every screening marker of COVID-19." While I was speaking to him the station manager was on the phone with another woman and said she wanted to speak to me. I told her what had just transpired and she said we could deplane to have the entire aircraft fully sanitized or we could continue to ZZZ1 as is and the decision was up to me. I told her we would deplane to have the aircraft cleaned. I got back on the aircraft and made another PA to the passengers explaining what we were going to do. Once they finished cleaning the aircraft I spoke to Person Y again, verified the fuel, weather, etc., from my release was still valid, boarded the [XX] passengers who still wanted to travel to ZZZ1, and we left.

Even though it's already 2+ months into this pandemic I think mandatory masks for all passengers and screening at security checkpoints by TSA or at the very least at the gate should be mandatory. Social distancing isn't an option in a closed environment with recirculating air - like that on an airplane.

Synopsis

Air carrier Captain reported a passenger was removed from flight due to exhibiting COVID-19 symptoms. Reporter suggested masks should be mandatory for all passengers and there should be screening for COVID-19 symptoms at security checkpoints.
**Time / Day**
Date: 202005
Local Time Of Day: 0001-0600

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

**Environment**
Light: Night

**Aircraft**
Reference: X
ATC / Advisory: Ramp: ZZZ
ATC / Advisory: Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Widebody, Low Wing, 2 Turbojet Eng
Crew Size: Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Taxi
Airspace: Class B: ZZZ

**Person: 1**
Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function: Flight Crew: Captain
Function: Flight Crew: Pilot Flying
Qualification: Flight Crew: Multiengine
Qualification: Flight Crew: Air Transport Pilot (ATP)
Qualification: Flight Crew: Instrument
ASRS Report Number: Accession Number: 1742005
Human Factors: Communication Breakdown
Human Factors: Situational Awareness
Communication Breakdown: Party1: Flight Crew
Communication Breakdown: Party2: Ground Personnel

**Person: 2**
Reference: 2
Location Of Person: Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function: Flight Crew: Pilot Not Flying
Function: Flight Crew: First Officer
Qualification: Flight Crew: Air Transport Pilot (ATP)
Events

Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Anomaly.Ground Incursion : Taxiway
Detector.Person : Ground Personnel
When Detected : Taxi
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Upon landing Runway XXL Ground said cross Runway XXR via [taxiway] join [other taxiway] to [intersection]. Ground Controller asked if we were going into Gate YY and we replied "Yes." Airport was completely quiet, no other aircraft taxiing and assumed cleared all the way to gate. Turned into intersection and saw guide in and continued to uneventful parking. After shutdown we were advised to call operations. We called and were told we needed to call Ramp Tower as they were still open and operating.

Narrative: 2

Neglected to call Ramp Tower after landing and during taxi to the gate. In past XXXX-ZZZ legs, the aircraft type would be parked on the end of the concourse at a gate that doesn't require a call to Ramp. With the gate assignment being YY, I neglected to notice that a call to Ramp would be necessary.

Contributing to the mistake, we were cleared to the ramp entrance by Tower as we were clearing XXL and that further contributed to me thinking we were good all of the way to the gate. It was very late relative to my home time zone, so I was tired. This was also my first flight in the FO seat in almost two months due to COVID-19 concerns.

Synopsis

Air carrier flight crew reported not calling Ramp before taxiing.
**ACN: 1741998** (55 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 1201-1800

**Place**
- Locale Reference.ATC Facility: ZZZ.ARTCC
- State Reference: US
- Altitude.MSL.Single Value: 21000

**Aircraft**
- Reference: X
- ATC / Advisory.Center: ZZZ
- Aircraft Operator: Fractional
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 135
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Descent
- Airspace.Class A: ZZZ

**Person**
- Reference: 1
- Location Of Person.Facility: ZZZ.ARTCC
- Reporter Organization: Government
- Function.Air Traffic Control: Enroute
- Qualification.Air Traffic Control: Fully Certified
- Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 10
- ASRS Report Number.Accession Number: 1741998
- Human Factors: Distraction
- Human Factors: Time Pressure
- Human Factors: Troubleshooting
- Human Factors: Workload
- Human Factors: Situational Awareness

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

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

**Narrative: 1**

Working [3 sectors] combined. Had a brief period where volume/complexity exploded. This aircraft was a ZZZ arrival from the west. We pointed out the aircraft to ZZZ1 approach to get him away from ZZZ2, where all the conflicts were. I later observed the aircraft 5-10 miles inside ZZZ3 approach airspace without a handoff.

Aside from just the bump in traffic level, the frequency congestion was horrible. Center has been worse than normal during the pandemic in complying with the LOA. We are getting ZZZ4 area landers above FL300. Also, aircraft had been auto-flashing to ZZZ3 above FL240 all day because flight data (or whoever) didn't run the text file to turn off ZZZZZ Intersection the last time it was active. We had no Supervisor and nobody was answering flight data. As a result I had dis-inhibited the auto-flash to ZZZ3.

I really wish we could use cross coupling where available to eliminate pilots stepping on each other.

**Synopsis**

Center Controller reported working 3 sectors combined during the COVID-19 pandemic and did not point out an aircraft resulting in an airspace violation.
Time / Day
- Date: 202005
- Local Time Of Day: 1201-1800

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

Environment
- Flight Conditions: VMC
- Weather Elements / Visibility: Visibility: 10
- Light: Daylight
- Ceiling: Single Value: 10000

Aircraft
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: FBO
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 91
- Flight Plan: None
- Mission: Training
- Flight Phase: Landing
- Airspace.Class D: ZZZ

Component
- Aircraft Component: Fuselage Tail Cone
- Aircraft Reference: X
- Problem: Improperly Operated

Person
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: FBO
- Function.Flight Crew: Pilot Not Flying
- Function.Flight Crew: Instructor
- Qualification.Flight Crew: Flight Instructor
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Commercial
- ASRS Report Number.Accession Number: 1741968
- Human Factors: Other / Unknown

Events
- Anomaly.Ground Event / Encounter: Ground Strike - Aircraft
- Detector.Person: Flight Crew
When Detected: In-flight
Result.General: Maintenance Action
Result.Aircraft: Aircraft Damaged

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

Narrative: 1
After having taken an X week break for Coronavirus, I was doing a currency flight with my student. Student had performed well on all other tasks. We came in for landing and did a few normal touch and goes before practicing short fields. During one of the short field landings, the student was holding the plane in the flare and we struck the tail on the ground. We noticed it after the flight due to the bent skid plate. The plane was immediately taken for a maintenance inspection.

Synopsis
Instructor pilot reported that while flying with a student they struck the ground with the tail of the aircraft during landing.
ACN: 1741944 (57 of 196)

Time / Day
Date: 202005

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

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

Person
Reference: 1
Location Of Person, Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Function, Flight Attendant: Flight Attendant (On Duty)
Qualification, Flight Attendant: Current
ASRS Report Number, Accession Number: 1741944
Human Factors: Communication Breakdown
Communication Breakdown, Party1: Flight Attendant
Communication Breakdown, Party2: Other
Communication Breakdown, Party2: Ground Personnel

Events
Anomaly, Deviation - Procedural: Published Material / Policy
Detector, Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result, General: None Reported / Taken

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

Narrative: 1
Had 2 issues of non-compliance of company policy on same flight:
1. None of our catering personnel were wearing a mask while catering our aircraft.
2. We had a non-revenue pilot board our flight with required mask on. Then as I observed
him from back of aircraft, as soon as he got to his row he took off his mask and put it in his uniform jacket. I came forward and asked him if he needed another mask and he said, "No, I have one." I asked him to please put it on. He complied until I walked past him, then took it off again. I mentioned it to our Purser. As she was doing cabin compliance checks with me prior to closing main cabin door, Purser again had to ask him to, "Please put on mask again." He complied at that point.

Synopsis

Flight Attendant reported catering personnel were not wearing masks, and a non-revenue pilot was not complying with mask usage until pilot was asked twice to comply.
ACN: 1741926 (58 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0001-0600

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 3
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1741926
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
Result.General: None Reported / Taken

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

Narrative: 1
Blocked in ZZZZ1 and noticed that the ZZZZ ramp had left the ramp copy of the signed release on aircraft. I handed the release to the ramp agent in ZZZZ during pre-flight after signing.
We got to the jet which had just arrived. Due to health screening, we did not go into ZZZZ Operations as we normally would. The inbound crew was still onboard, and we had [X] jumpseaters. We then had to deplane while the disinfecting crew came onboard. It was very hectic. Once on board, and able to get to the cockpit to pre-flight, I had to call into ZZZZ Operations for the trip folder with the weather and flight plan release. After I signed the release, I placed it on the first observer seat until a ramp agent came to the cockpit. The ramp agent took the release from me, but must have placed it down on the 1st observer seat, and then forgotten it. The ZZZZ ramp is not used to taking the signed release as we normally review the release and sign it online in ZZZZ Operations. I did not have a chance to review the release via iPad prior to arriving at the aircraft due to the health screening, and the commotion at the jet with cleaners, jumpseaters, inbound crew hanging out, etc.

Just need to remember to assure it goes overboard with the ramp agents, the ramps agents need to be reminded to not forget the paperwork.

**Synopsis**

Air carrier Captain reported they departed with the flight release form still in the aircraft. Reportedly, ramp personnel forgot the form in the aircraft after the crew had handed it to them.
Time / Day
Date: 202005
Local Time Of Day: 0001-0600

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

Environment
Flight Conditions: VMC

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

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1741905
Human Factors: Communication Breakdown
Human Factors: Situational Awareness
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Pilot Not Flying
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
Narrative: 1

Short turn on to final just inside ZZZZZ Intersection. One dot high. I was task saturated configuring from 210 to 170 knots and getting on glideslope. I tuned out ATC while configuring and didn't catch that we hadn't switched over to Tower for a landing clearance. Captain was busy as well assisting me in configuring and missed the frequency switch to Tower. After landing we noticed we were still on approach frequency.

Although I lost listening focus on ATC communications during configuring, from FAF to touchdown it was pretty quiet and mellow. If I had refocused on listening to ATC chatter, I would have easily noticed we were still on approach frequency.

Narrative: 2

Short approach to Runway XX, slightly high and slowing to 170. On glideslope by ZZZZZ Intersection. FO leg, he configured quickly and slowed from 170 assigned to approach speed as we approached ZZZZZ Intersection, then dropped the nose to get rid of the 1 dot high glideslope. On glideslope shortly after ZZZZZ1 Intersection, transitioned to normal descent rate and speed. Landed uneventfully. On rollout, not hearing any instructions from the Tower, I looked at the radios and saw that I had never switched over to Tower and gotten a landing clearance. Switched over as I turned off the high speed, called Tower, they replied "There you are Aircraft X, we've been looking for you," then gave me taxi instructions. Cross Runway XY, contact Ground and given instructions to taxi to our gate. No further contact from either Tower or Ground.

Both CA and FO have had extended periods of time off, the latest being about X weeks (FO flew yesterday after a [X] week break). Before that, with all the cancellations in [month], flying was spotty, CA flew [X] trips in the [X] weeks before the latest [X] week break. Both of us were aware of the situation, but we got caught short with a short approach, trying to configure, finish the checklist, and get back on the glideslope when the time came to flip the switch to talk to Tower and get a landing clearance.

Don't let obvious distractions at important points of the flight divert you from required frequency changes or procedures, especially if you know you haven't been in the game much lately.
Synopsis

Air carrier flight crew reported landing without a clearance. The Captain made reference to lack of flying time in recent weeks as a contributing factor.
ACN: 1741873 (60 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 1201-1800

**Place**
- Locale Reference: ATC Facility: ZZZ.ARTCC
- State Reference: US

**Aircraft : 1**
- Reference: X
- ATC / Advisory.Center: ZZZ
- Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
- Crew Size: Number Of Crew: 2
- Flight Plan: IFR
- Flight Phase: Descent
- Airspace.Class E: ZZZ

**Aircraft : 2**
- Reference: Y
- ATC / Advisory.Center: ZZZ
- Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
- Flight Plan: IFR
- Flight Phase: Cruise
- Airspace.Class E: ZZZ

**Person : 1**
- Reference: 1
- Location Of Person.Facility: ZZZ.ARTCC
- Reporter Organization: Government
- Function.Air Traffic Control: Approach
- Function.Air Traffic Control: Enroute
- Function.Air Traffic Control: Departure
- Qualification.Air Traffic Control: Fully Certified
- ASRS Report Number. Accession Number: 1741873
- Human Factors: Confusion
- Human Factors: Situational Awareness
- Human Factors: Troubleshooting
- Human Factors: Workload
- Human Factors: Time Pressure

**Person : 2**
- Reference: 2
- Location Of Person.Facility: ZZZ.ARTCC
- Reporter Organization: Government
- Function.Air Traffic Control: Supervisor / CIC
- Qualification.Air Traffic Control: Fully Certified
- Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 1
- ASRS Report Number. Accession Number: 1741991
Human Factors: Distraction
Human Factors: Situational Awareness

Events
Anomaly.ATC Issue: All Types
Anomaly.Conflict: Airborne Conflict
Anomaly.Deviation - Altitude: Excursion From Assigned Altitude
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Air Traffic Control
When Detected: In-flight
Result.General: None Reported / Taken

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

Narrative: 1
I was working 3 low altitude sectors combined plus ZZZ Approach Control. It is highly unusual for us to ever be working approach airspace outside of the normal midshift times, but we are during morning rush hours to reduce ZZZ Approach Control employee's exposure due to COVID-19. We are also working ZZZ1 Approach into the morning hours. The complexity of multiple approaches and unfamiliarity with operations at ZZZ airport inside ZZZ Approach airspace led to a missed readback error while we were formulating a plan how to deal with the situations.

I had a Aircraft X northwest bound at XX0 and an Aircraft Y southwest bound at FLXX0 who needed lower to also do multiple approaches at ZZZ with all the other aircraft doing the same. I descended the Aircraft Y to XY0 above the Aircraft X and missed that he read back ZZ0. The Aircraft Y read the clearance backward which was awkward and caused me to miss the altitude readback. Instead of the Aircraft Y saying Aircraft Y descending to ZZ0 altimeter 30XX, he said 0XX ZZ0 Aircraft Y. When I heard 0XX I looked for a data block with a 0XX in it not realizing it was the Aircraft Y clipping the altimeter and saying it first so I missed the ZZ0 part.

Center is working sectors combined with fewer people than normal which is fine, but now just this week they now have us doing ZZZ1 Approach and ZZZ Approach during hours we normally do not work Approach Control. The frequency congestion and lack of frequency coverage at the lower Approach Control altitudes adds an undue burden and complexity to Center normal operations which are fairly busy at times with the combined sectors and reduced staffing. We are also working those 2 approach controls earlier in the evening than normal. The approach controls need to work their normal hours and this incident would not have occurred.

Narrative: 2
Aircraft Y, NW bound, level at XX0. Aircraft X, SW bound at FLYY0 was given descent clearance to XY0. Pilot read back ZZ0. When the radar showed Aircraft Y at XX7 the Controller issued a climb clearance to Aircraft Y and a descent clearance to Aircraft X.
Numerous calls for coordination was being accomplished by the X-side around the time of the incident.

Due to COVID-19, 3 TRACONs are on reduced operating hours; ZZZ2 TRACON, ZZZ1 TRACON, and ZZZ TRACON. ZZZ ARTCC new specialty controllers are tasked with assuming the airspace for a longer time with a substantial increase in traffic in the morning hours. By the X o'clock hour ZZZ2 TRACON and ZZZ1 TRACON have assumed their airspace. The issue lies with the late opening of ZZZ TRACON. There is a major increase in traffic the hour before they open with arrivals, departures, overflights, military flights, and practice approaches. These are operations that increase the complexity and mental fatigue of the controllers that are unfamiliar with conflicting approaches, missed approach procedures and coordination with towers.

I recommend that ZZZ Approach still stay open for the total hours they feel will increase the safety of their workforce, however as soon as practicable shift the operating hours 1 hour earlier to control traffic their facility is accustomed to working on a daily basis. This will decrease ZZZ's Center's workload to a greater level of safety and increase the level of safety in ZZZ TRACON's airspace during this morning traffic period.

**Synopsis**

Center Controller and Front Line Manager reported an airborne conflict event while working Center airspace along with three other Approach Control airspaces.
**Time / Day**
Date: 202005
Local Time Of Day: 1201-1800

**Place**
Locale Reference.ATC Facility: ZZZ.ARTCC
State Reference: US
Altitude.MSL.Single Value: 16000

**Environment**
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 12
Light: Daylight
Ceiling.Single Value: 3000
RVR.Single Value: 10000

**Aircraft**
Reference: X
ATC / Advisory.Center: ZZZ
Aircraft Operator: Corporate
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Cruise
Route In Use: Direct
Airspace.Class A: ZZZ

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Corporate
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
Experience.Flight Crew.Total: 20000
Experience.Flight Crew.Last 90 Days: 50
Experience.Flight Crew.Type: 5000
ASRS Report Number.Accession Number: 1741854
Human Factors: Situational Awareness
Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

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

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

**Narrative: 1**
No radio communication. COVID-19 lack of traffic. Flew out of radio contact with the Controller. Pilot complacency due to the reduction in air traffic and radio communications.

**Synopsis**
Pilot reported flying out of radio contact with the Center due to complacency from the reduction of air traffic caused by the COVID-19 pandemic.
ACN: 1741839 (62 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 0601-1200

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

**Environment**
- Flight Conditions: VMC
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Parked
- Flight Phase: Taxi

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Function.Flight Crew: Pilot Not Flying
- Qualification.Flight Crew: Multiengine
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Instrument
- ASRS Report Number.Accession Number: 1741839
- Human Factors: Time Pressure
- Human Factors: Distraction
- Human Factors: Communication Breakdown
- Human Factors: Confusion
- Communication Breakdown.Party1: Flight Crew
- Communication Breakdown.Party2: Ground Personnel
- Communication Breakdown.Party2: Flight Attendant

**Events**
- Anomaly.Deviation - Procedural: Weight And Balance
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: FAR
- Detector.Person: Flight Attendant
Assessments

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

Narrative: 1

Some last minute passengers boarded the airplane. Due to new social distancing guidelines with passengers spreading out throughout the cabin I had a Flight Attendant perform a count. We received a paper CLR from ramp. We entered the information and received good numbers and departed on time. Approximately 5 minutes after departure we received the close out data while taxiing and approaching the end of the runway. I assumed the ZONE data would be wrong, but the total passenger count would be correct. Because I was actively taxiing I asked the FO to resend the data from the FA count. ATC gave us our takeoff clearance which I instructed the FO to reject the clearance and let them know we are working on an issue with our takeoff data. We held short of the runway were I was able to review the correct CLR date from the paper copy and correct ZONE data based on the FA count. We re-sent the data to make sure the data on file last sent was correct. We reviewed that nothing in the takeoff data had changed based on what we had sent prior to departure. The rest of the flight was normal. [X] days later I received notification from our company saying our passenger count was off by "X". They stated the auto close out numbers showed XX passengers but our manifest on file was showing YY; a difference of X. I sent my reply to our company stating the story I am telling here to explain the situation and apologize for any mistake on my, or my crews part. The next morning (X days after the flight) I received a reply from the company saying further investigation revealed airline updated there system showing YY passengers and apologizing to me stating our count was only off by "X" passengers. But based on the original and updated notification I received we had YY both times so we should be correct. I'm filling this out as a precaution if we were off of our count due to any error between the gate agent and FA, the FA count, or our pilot inputs to the manifest. I tried to create time to fix the problem prior to takeoff and double check the manifest for accuracy, as well as the takeoff data. The one thing I failed to do was double check the total count of the auto closeout compared to our [count]. Prior to door close and departure I am fairly positive I asked the FA if her total was verified with the agent prior to closing the door, as this is my normal habit with [passenger] counts, and she said yes. I had a great crew, so I had no reason to doubt the count. To sum up, I am not sure if our count was correct or off by one, but I am extremely sorry for any errors on my part.

The cause was the auto closeout data coming through the system after departure while taxiing and automatically sending new takeoff data. When this happens it frustrating trying to re-input all of the corrections and find any required changes. Based on prior flights if there is any change in CLR or passenger counts the closeout will knock out any inputs previously made, and verified by the crew. This can happen several times even if there is no change in closeout data. I'm not sure if the gate agents are clicking to close out the flight more than once or an error trying to transmit or receive the data from the system. This can cause a rushed and stressed environment if the closeout comes within a few minutes from departure. Particularly if the closeout gets sent multiple times with the same wrong data. This gets increasingly frustrating when the data comes in after departure and
pushback or while taxiing. Knowing this I tried to do my best to create more time to avoid rushing and give us both (CA and FO) together time to review all of the inputs and verify all of our takeoff data was correct and unchanged. We held short of the runway to accomplish this. A major contributing factor on my part was I failed to look at the takeoff data generated by the closeout to verify the total count. I assumed just the zones would be off. I should not have had that mindset. Because I was taxiing when the closeout data came in I did not have a chance to check the totals before the FO started changing them. Had I caught this we could have called Operations and resolved the issue prior to takeoff. This was also a failure on the FO not to double check the total count prior to making any changes. The FO was a sharp guy and had been performing great so I also trusted he looked at the data before making changes. I should not have trusted and assumed this would have taken place. Another factor could be a counting mistake by the FA or failure to verify the total with the gate agent. A possible issue could be the gate agent just agreeing with the total the FA said and not actually cross checking it with his computer total. But, I have a feeling the root cause, and what actually happened, was the gate agent did verify the correct total with the FA based on the count, but failed to close out the flight prior to pulling the jet bridge.

First and foremost require gate agents to close out the flight prior to coming down to pull the jet bridge. Prior to pulling the jet bridge verify we received the close out data. In our case we were operating off of a paper CLR and [passenger] count, no closeout was received until after departure and pushback and we were already taxiing. Require gate agents to split up passengers for social distancing guidelines and not move passenger forward to avoid any weight and balance issues and passengers moving from assigned seats. That way the closeout data will actually be correct and usable and we can mitigate error in the chain such as input error, count error, and verification errors.

**Synopsis**

Air carrier Captain reported issues with the passenger count on board and social distance seating guidelines which delayed the flight.
Time / Day
Date: 202003

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 3
Operating Under FAR Part: Part 121
Mission: Passenger

Person
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant (On Duty)
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1741756
Human Factors: Confusion
Human Factors: Other / Unknown
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Result.General: None Reported / Taken

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

Narrative: 1
I contacted Scheduling once I landed in ZZZZ. I wanted to return on the outbound flight that was completely empty. Scheduling informed me that I needed to [be] with crew and stay in ZZZZ. I expressed my concerns of staying with the crew. Then getting on 2 other aircraft and staying in 2 Hotels. Scheduling wanted to know the reason for my concern. I begin to explain that I received called before I left for my trip, that I have come in contact with a crew member that tested positive [for] COVID-19. Scheduling immediately turned me over to the Duty Manager on duty that evening back in ZZZ. I tried to explain the situation, and who was the person telling me the details of my interaction. And the
scheduler that told me that I had to either do the trip or remove myself from the trip.

I explained to Manager the person that called me to inform me of my contact with the crew member with COVID-19. And also explained what the Scheduler wanted me to do. Then I tried to explain the concern of the Captain of why I was on the trip in the first place. Manager explained he wanted me to continue on the trip. To stay at the hotel and continuing on with the crew on the rest of the trip. Manager informed me that someone from the COVID team would be calling me at the hotel within [X] hours. None of which ever happened.

At this point of arriving in ZZZZ. The only thing I wanted to do is come home. I would like to know the reason why I could not do that. So would my crew and so would the flight deck. Please give me a reason why I had to stay in two hotels and try to self quarantine myself. After working the full flight from ZZZ1 to ZZZZ. Then staying at the hotel in ZZZZ. Then deadheading from ZZZZ to ZZZ2. Staying in a hotel in ZZZ2. And then continue on another flight from ZZZ2 to ZZZ1. No I'm not a doctor but listening to the experts, the scientist and the doctors. The best thing would have to turn me around and send me home. So please tell me why that was not done. And what was the purpose of keeping me there.

**Synopsis**

Flight Attendant reported being asked to continue flying after being notified of being in contact with a crew member who had tested positive for COVID-19.
Time / Day

Date: 202004
Local Time Of Day: 1201-1800

Place

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

Environment

Flight Conditions: VMC
Weather Elements / Visibility: Visibility: 10
Light: Daylight
Ceiling: Single Value: 5000

Aircraft

Reference: X
ATC / Advisory.CTAF: ZZZ
Aircraft Operator: FBO
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Training
Flight Phase: Landing
Airspace.Class G: ZZZ

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: FBO
Function.Flight Crew: Instructor
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Commercial
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Flight Instructor
ASRS Report Number.Accession Number: 1741713
Human Factors: Distraction

Events

Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Landing Without Clearance
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Observer
When Detected: In-flight
Result.Flight Crew: Took Evasive Action

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

Narrative: 1

Myself and another CFI landed at a non-towered airport that was NOTAMed "CLSD TO TRANSIENT" aircraft.

During the COVID-19 slowdown, our flight school had ceased all student training and was only flying occasional proficiency flights with either a solo instructor or dual instructors. This was a dual instructor flight and the first such dual flight for either of us in over a month (it was solo ops only before this). We had just finished a simulator proficiency flight and headed to the airport. Our profile was local: depart ZZZ1, simulated XC to ZZZ2, diversion to ZZZ then simulated XC to ZZZ3, diversion to ZZZ4 and return to ZZZ1. Landings were planned at ZZZ, ZZZ4 and ZZZ1. We split up the pre-flight and introduced the new sanitizing procedures our school had implemented the day before. Our weather checks were brief, as it was clearly a "nice" day. METAR, TAF and local radar showed no concerns apart from some turbulent and gusty conditions. No SIGMETs or worrisome AIRMETs. Weight and balance was good and we were pretty familiar with the airports we were going to. I took the first leg to ZZZ. As I began the startup checklist, I remembered I forgot to check the NOTAMs. I asked my co-pilot (another instructor) if he had gotten a chance to check the NOTAMs and if not, could he check while I started up. He responded in the affirmative that he checked. I clarified, confirming that he checked for both airports we intend to land at. Again, he responded in the affirmative, stating we were good to go. With this, we continued on. Upon arriving at ZZZ, we observed and communicated with a local aircraft departing the airport towards the south, presumably doing flight training over the lake. This pilot made no attempt to inform us the airport was closed and his presence left little doubt that the airport was open. We continued inbound, making all the appropriate CTAFF calls. When closer, we observed no signage was placed near or on the runway (such as an "X"). We began doing pattern work and prior to taking off to begin our third lap, a voice on CTAFF informed us the airport was closed to transient aircraft (presumably someone in the FBO). Surprised, I apologized and advised we would depart the area after taking off. Upon returning to ZZZ1, I checked and sure enough, there was a NOTAM set to expire within 24 hours stating the airport was closed to transient aircraft. I asked my co-pilot/fellow instructor who had earlier confirmed there were no NOTAMs and he said he must have missed it.

-ZZZ was one of only a handful of airports approved for this week's proficiency flight by our flight school. Had it not been listed (or no list provided), it is unlikely we would have gone there.
-My fellow instructor confirming there were no NOTAMs.
-The current COVID-19 slowdown and new sanitizing procedures had changed our procedures just enough to potentially affect our normal flow of operations.
-Observing and communicating with an aircraft departing ZZZ immediately prior to our arrival certainly seemed to end any doubt (if there was any) about the airport's open/close status.
-No markings on or near the runway to indicate airport closure.

Ultimately there is no excuse. I regret not checking the NOTAMs myself, but I am also disappointed that another experienced instructor missed this vital NOTAM. However, we are all human and sometimes we might miss the handful of coded identifiers that mark an
airport closed. Thankfully, the airport was only closed to transient aircraft and there were never a safety risk.

**Synopsis**

Pilot reported doing pattern work, practice landings and takeoffs at an airport that had been NOTAMed closed.
ACN: 1741701 (65 of 196)

Time / Day
Date: 202005
Local Time Of Day: 0601-1200

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

Environment
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 10
Light: Daylight

Aircraft
Reference: X
Aircraft Operator: Personal
Crew Size. Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: VFR
Mission: Personal
Flight Phase: Landing
Route In Use: Direct

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Private
ASRS Report Number. Accession Number: 1741701
Human Factors: Situational Awareness

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: FAR
Anomaly.Ground Incursion: Runway
Detector.Person: Ground Personnel
When Detected. Other
Result. General: None Reported / Taken

Assessments
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Primary Problem: Human Factors
Narrative: 1

Flying on a VFR cross country from ZZZ1 to ZZZ. I checked NOTAMs for the airport the evening before my flight and early in the morning before my departure. I took off from ZZZ1 at XA:50 local time and I landed at ZZZ around XB:30 local. I saw a working crew on the ramp as I taxied in. The line person parked me and told me I had landed on a closed runway. There were no markings on the runway to indicate it being closed. I asked when the NOTAM was published and she said it was published this morning. I looked at my ForeFlight and a NOTAM was published after I had departed ZZZ1. Had I gotten to ZZZ just a little later there would have been markings on the runway indicating that it was closed and I wouldn't have landed. My assumption is with the coronavirus, the airport manager wasn't certain if or when work would begin and didn't issue the NOTAM until the work crew arrived.

Synopsis

GA pilot reported landing on a closed runway, that was NOTAMed closed after pilot had already checked NOTAMs and had departed.
I'm writing in my regards of a guest dissatisfied experience. I had a guest prior to takeoff ask me if it's possible if there was a vacant row available where her and her husband can sit next to one another. I responded once we are in the air and it's safe for me to get up I will see what's available because we have close to a book flight with X guests onboard. Every row in the main cabin had at least 1 person sitting in it but row XX. This is a scary
and worry time for a lot of our passengers with COVID and a lot of the passengers boarded this flight were not wearing mask. The passengers in the aft of the aircraft expressed their worry and asked "NOT to bring anyone back to sit in this empty row as worry to COVID."

I went back to the lady and deeply expressed that with COVID we are really doing our best to protect all of our guest with their health and well-being. That with this difficult time we ask guest to remain in their assigned seats.

I did what I felt was right for the safety and concern for all of the other passengers who are worried with COVID and how they really are wanting there social distancing. I really do understand where this guest is coming from and wouldn't have an issue with her wanting to sit next to her husband. But having guest express their concerns with COVID and asking please don't fill these seats here in the back. I was thinking more for the safety and well-being with social distancing.

**Synopsis**

Flight Attendant reported a passenger asked for a different seat, but Flight Attendant was unable to comply with the request due to social distancing concerns from other passengers.
Before boarding, the Y Flight Attendant noticed a cigarette butt found in Row XX. She picked it up and showed it to me. It looked like 3/4 of a smoked cigarette.

Also on this aircraft, there was no alcohol-based hand sanitizer present for the flight attendants. The only sanitizer that was stocked on the aircraft were the usual foam...
sanitizers.

If there was someone actually smoking on the previous flight at their seat, that's a huge safety hazard. I also don't know how the cleaners (if there were any) missed this, as it was clearly visible if a flight attendant spotted it.

Also, it's my understanding that each flight is supposed to have alcohol-based sanitizers. Please make sure that they are available to flight attendants on every flight.

**Synopsis**

Flight Attendant reported they found a 3/4 used cigarette on the aircraft while doing initial inspections and wondered how the cleaning crew missed it. Also, there were no alcohol based cleaning/sanitation supplies on the aircraft.
ACN: 1741688 (68 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

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

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

Component
Aircraft Component: Exterior Pax/Crew Door
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1741688
Human Factors: Distraction

Events
Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Gate Agent / CSR
When Detected.Other
Result.Flight Crew: Overcame Equipment Problem

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

Narrative: 1
I was the X FA and I disarmed my door, but forgot at first to move my door flag to the disarmed position, I gave the Gate agent a thumbs up, and when she didn't move, I realized my mistake, moved the flag to the correct position, gave a thumbs up and then we opened the L1 door. Triple check myself before giving a thumbs up! I was concerned about getting my face mask on for door opening and deplaning and I allowed this to interfere with my usual focus. In the future I will put this on after the door is opened since I can't wear the mask and use the intercom to call to the back.

Synopsis

Flight Attendant reported initially forgetting to move the door flag to the disarmed position due distraction from putting a mask on to avoid COVID-19 exposure.
ACN: 1741683 (69 of 196)

Time / Day

Date: 202004
Local Time Of Day: 1201-1800

Place

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

Aircraft

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

Person

Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant In Charge
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1741683
Human Factors: Other / Unknown

Events

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

Assessments

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

Narrative: 1

I experienced an immediate burning sensation in my eyes/nose/throat/lungs and an immediate headache upon entering the aircraft to perform my safety checks. There was a strong residual odor from the cleaning product, which is being overused by both fleet and flight attendants in response to COVID. I experienced these symptoms on my ZZZ1 flight.
After flying to/from ZZZ1, I continued to experience the acute burning sensation in my eyes/nose/throat/lungs and headache on my drive home. I found the safety data sheet on this product which states "May cause irritation or damage to the eyes" and "May cause chronic nasal passage, throat, or lung irritation if breathed over a prolonged period of time in the form of mist." It also states on the bottle "hazardous to humans and domestic animals." Several flight attendants in ZZZ are getting very sick from this cleaning product which is being left onboard for flight attendant use. This is inappropriate and unacceptable and must be removed from the aircraft immediately. Perhaps the Sani-Com Wipes or similar wipes can be provided for the flight crew. Please see attached Irregularity Report.

Remove X product from the aircraft for flight attendant use and replace with Sani-Com wipes or similar wipes.

**Synopsis**

Flight Attendant reported an immediate burning sensation in eyes/nose/throat/lungs and an immediate headache, from the cleaning products used to combat COVID-19.
ACN: 1741644 (70 of 196)

**Time / Day**
- Date: 202005
- Local Time Of Day: 1201-1800

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

**Environment**
- Flight Conditions: VMC

**Aircraft**
- Reference: X
- ATC / Advisory: Ramp: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Taxi

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function: Flight Crew: Pilot Flying
- Function: Flight Crew: Captain
- Qualification: Flight Crew: Air Transport Pilot (ATP)
- Qualification: Flight Crew: Instrument
- Qualification: Flight Crew: Multiengine
- ASRS Report Number: Accession Number: 1741644
- Human Factors: Distraction

**Events**
- Anomaly: Aircraft Equipment Problem: Less Severe
- Anomaly: Deviation - Procedural: Published Material / Policy
- Anomaly: Ground Event / Encounter: Other / Unknown
- Detector: Person: Flight Crew
- When Detected: Taxi
- Result: General: Flight Cancelled / Delayed
- Result: Aircraft: Aircraft Damaged

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

**Narrative: 1**

Pushback from the gate commenced while the parking brake was set. The tow bar's shear pin broke.

I, the CA, failed to release the parking brake during my pushback flow. Typically, this oversight in a flow would be caused by rushing or by being interrupted. That was not the case here. Even though a mechanical had caused us to change planes and be delayed, I did not feel rushed. Especially since we had to wait 30 plus minutes to be fueled. Most flows have a cadence between the CA and the FO. The pushback flow also involves the gate agent, the lead FA, the Ramp Controller, and the pushback crew. The cadence of this pushback was different because everything had been completed except fueling the plane. The cargo door had been closed and the agents had been on the tug for 30 minutes. As soon as the fueling was finished, everyone was ready to go. The FA left the cockpit and we started our flows. This is where the normal cadence changed. Everyone was ahead of me. The first part of my flow ends with turning on the rotating beacon. Then I ask the FO for pushback clearance and I tell the pushback crew "brakes released, hold the push. I'll call you back." This time the FO called for the push before I finished the first part of my flow. The push back crew also called earlier than usual. Just as I turned the beacon on, my FO said: "cleared to push." Normally for me, the call to the pushback crew is three steps. The FO states "cleared to push," I release the brakes (a physical motion), and I state "brakes released, cleared to push." This time I received the "cleared to push," I turned on the beacon (a physical motion), and I gave the pushback command. That is the only reason I can figure as to why I skipped releasing the brakes. The FO did nothing wrong. Some call for pushback clearance as soon as the yellow hydraulic pump comes on indicating the cargo door is being shut. This time everyone was ready at the same time, which is not normally the case. I flew two legs the day before after having been off for two months. I had been reviewing my flows, etc. in preparation for returning to the line. I felt completely comfortable and satisfied with those two flights, which, by-the-way were completely "normal."

Our flows are interrupted regularly. Most of the time it is easy to just start over. I did not realize that I had deviated from my flow. I had been off for a while. My plan was to go to the training center and practice my flows in a procedure trainer before I returned to work, but was unable to due to our training center being closed due to the COVID-19 virus. My practice at home went well. I had flown two legs the day before and all went well. I suppose I was overconfident. I probably should have used our flow charts for a few flights.

**Synopsis**

Air carrier Captain reported pushing back before brakes were release causing the tow bar shear pin to break.
Time / Day
   Date : 202005
   Local Time Of Day : 1201-1800

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

Environment
   Flight Conditions : VMC
   Light : Night

Aircraft
   Reference : X
   Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer
   Crew Size.Number Of Crew : 2
   Operating Under FAR Part : Part 135
   Flight Plan : None
   Flight Phase : Takeoff

Person
   Reference : 1
   Location Of Person.Aircraft : X
   Location In Aircraft : Flight Deck
   Function.Flight Crew : Pilot Flying
   ASRS Report Number.Accession Number : 1741632
   Human Factors : Situational Awareness
   Human Factors : Distraction

Events
   Anomaly.Deviation - Procedural : Published Material / Policy
   Anomaly.Deviation - Procedural : Maintenance
   Anomaly.Deviation - Procedural : FAR
   Detector.Person : Flight Crew
   When Detected : Aircraft In Service At Gate
   Result.General : Maintenance Action

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

Narrative: 1
   I arrived at base for my shift and the aircraft and day crew were gone, out on their X flight of the day. I clocked on in and got my flight release. They returned to base an hour plus later. The day pilot went inside to enter his flight while I refueled the aircraft and
conducted a pre-flight inspection. I came inside, and began discussing the day’s events with the off-going pilot. We were still talking 30 minutes later when another flight request came in. I accepted the flight, submitted my forms, quickly finished up a briefing with the crew, and walked out to the aircraft. The flight was uneventful and was completed without issue.

The passenger had required full COVID-19 precautionary measures, so we decontaminated the aircraft and ourselves prior to entering the base. I entered our flight info into the records, then began closing out our maintenance log book. I saw that the 10-15 hour retorque inspection for the float step was overdue. I double-checked the numbers and the logbook to determine if it was actually overflown. Unfortunately, the latter was the case so I placed the aircraft and base out of service then notified the on-call mechanic, and the manager.

Going forward, the feeling of being hurried will be a cue to throttle back and be extra meticulous. Paying particular attention to things out of the ordinary will help against complacency. After a few months of slow flight volume, our base conducted [X] flights in [Y] days. That should be a cue to double-check the numbers.

One possible control that would also be helpful is to patch the software to highlight inspections that are due within 10 hours in the section of the flight release request. We currently have to enter a password to override inspections that show overdue to complete the flight release request, which is a great prompt. Highlighting inspections due in less than 10 flight hours in yellow may help prevent this kind of oversight in the future.

**Synopsis**

Pilot reported flying aircraft with an overdue inspection.
ACN: 1741625 (72 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

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

Environment
Flight Conditions: VMC
Light: Daylight

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

Component
Aircraft Component: Fire/Overheat Warning
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1741625
Human Factors: Time Pressure
Human Factors: Troubleshooting
Human Factors: Distraction

Events
Anomaly.Aircraft Equipment Problem: Critical
Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
When Detected: In-flight
Assessments

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

Narrative: 1

[At] cruise, smelled like wire burning, put masks on, then visible smoke [was] coming from pedestal. Flew barber pole until approximately 15 km, landed, shut down airplane no more visible smoke, but still bad smell in airplane. Kept masks on [and] opened windows. Opened door, smell dissipated, deplaned. Mechanic found fire/overheat system circuit breaker popped wires were burnt. He told me Maintenance Control advised him this [has happened to several] airplanes. They believe alcohol from wipes is shorting out wires.

Synopsis

Air carrier Captain reported smelling a burning smell during cruise. Post-flight Maintenance briefing advised the pilots alcohol from wipes may be shorting out wires.
ACN: 1741536 (73 of 196)

**Time / Day**
- Date: 202003
- Local Time Of Day: 1201-1800

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

**Environment**
- Weather Elements / Visibility: Visibility: 30
- Ceiling.Single Value: 12000

**Aircraft**
- Reference: X
- Aircraft Operator: Personal
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: None
- Mission: Training
- Flight Phase: Takeoff

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Personal
- Function.Flight Crew: Pilot Flying
- Function.Flight Crew: Single Pilot
- Qualification.Flight Crew: Flight Instructor
- ASRS Report Number.Accession Number: 1741536
- Human Factors: Training / Qualification
- Human Factors: Other / Unknown
- Human Factors: Distraction
- Human Factors: Situational Awareness

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: FAR
- Detector.Person: Flight Crew
- Result.General: None Reported / Taken

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

**Narrative: 1**
My flight review expired at the end of month. I had been in State X for most of next month and then spent two weeks in place Y for yet the next month. When I returned the COVID-19 pandemic was starting to take over everyone’s life. I had no time for flying in that period, until I was asked to fill in for an instructor who was leaving. For whatever reason, I never looked at my Flight Review date and missed it. I flew on that date and four subsequent dates before something made me look. I was out! Inattention to details has never been a problem till Coronavirus came along. Purely human error - mine. Sorry.

**Synopsis**

Pilot reported being outside of flight currency requirements and cited distraction from the COVID-19 pandemic as a contributing factor.
ACN: 1741533 (74 of 196)

Time / Day
Date: 202004
Local Time Of Day: 1801-2400

Place
Locale Reference.ATC Facility: ZZZ.TRACON
State Reference: US
Altitude.MSL.Single Value: 1600

Environment
Flight Conditions: VMC
Weather Elements / Visibility. Visibility: 10
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.TRACON: ZZZ
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Training
Flight Phase: Descent
Route In Use: Direct
Airspace.Class C: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Function. Flight Crew: Captain
Qualification. Flight Crew: Multiengine
Qualification. Flight Crew: Instrument
ASRS Report Number. Accession Number: 1741533

Events
Anomaly. Deviation - Altitude: Overshoot
Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: Clearance
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Returned To Clearance

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

Narrative: 1
Altitude Excursion. I was operating with a company instructor pilot. We were on an IFR flight plan operating in the vicinity of ZZZ. We had requested a practice RNAV XX instrument approach into ZZZ and were cleared direct to ZZZZZ, maintain 2,000 feet until ZZZZZ, cleared for the RNAV XX into ZZZ.

We were descending out of altitude (above 2,000 feet) and I was wanting to practice cockpit automation. The minimums for the approach were already programmed in the FMS, so I requested we set the minimums in the altitude selector and got approval from the IP. I selected LPV minimums with the altitude selector and continued the descent. At 1,700 feet MSL, I realized that we did not capture 2,000 feet MSL and took appropriate action to return to 2,000 feet. I’m not absolutely sure, but I believe we may have descended to 1,600 feet before arresting the descent and climbed back to the assigned 2,000 feet. The approach was then completed normally.

Analysis and debrief revealed that an inadequate brief of the approach with the intended use of automation and a confirmation of correct programming of the automation had not taken place. The vertical descent mode of the AFCS had been left in VS as opposed to the required selection of the VNV function. The VNV function would have held us to 2,000 feet while VS only looks at the altitude selector for level off.

Supplemental factors:

Do to COVID-19, our flight schedule had been greatly reduced and this was my first day of flying in [X] weeks.

At the time of the altitude excursion, I had been on duty for [X] hours and had flown close to five of those hours.

Synopsis

Pilot reported experiencing an altitude deviation and cited lack of flying due to the COVID-19 pandemic as a contributing factor.
ACN: 1741509 (75 of 196)

Time / Day
Date: 202004

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

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1741509
Human Factors: Confusion
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Other

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1741510
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Human Factors: Confusion
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Other

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Hazardous Material Violation
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
When Detected: Pre-flight
Result.General: None Reported / Taken

Assessments
Narrative: 1

A passenger on a recent flight had tested positive for COVID-19. My crew and I were all notified of our certain exposure, but were informed that we would be expected to fly out a few days later. The company refused to give us alternate travel despite being potential carriers. We were not granted assurance of tests upon landing, or that we would be given leave to quarantine for the full recommended 14 days to allow for symptoms to manifest or not. The flight itself was booked with passengers who would not be informed that their working crew were potentially infected. Among our passengers were many who are considered high risk, and the crew that had worked the previously leg would also be on board, deadheading back to ZZZ. Along with mechanics and pilots who were also forced the deadhead home on our flight. Social distancing was not possible, with nearly every seat full, and with limited supply of masks (which were literally see-through material) it is very likely that entire plane is also now infected.

Company noted the passenger's positive test, informed the crew and took no further action to ensure the safety of the infected crew and the incoming passengers/crew. Our crew took it upon ourselves to organize and schedule for COVID testing once we were back in base, along with attaining doctors notes to back our need to self-isolate.

Company should have contingency plans in place to avoid a repeat of forcing an infected crew to interact with passengers and non-infected crew members. Better resources to get crews tested and given proper time to get results/isolate accordingly.

Narrative: 2

Cabin Crew was informed that a passenger on a previous flight had tested positive for COVID-19, which indicated to us that we had all been exposed. Company responded to our initial questions regarding our concerns about flying while exposed, but informed us that we were still expected to work the flight from ZZZZ to ZZZ. According to the a recent guidelines, a flight crew that has had a positive tested passenger/positive exposure are recommended to self-isolate 14 days and should be excluded from work. We were not given this option and instead asked to work a flight with numerous passengers who would be considered high risk for COVID-19. On the flight itself there were additional deadheading crew members who were also now at risk for exposure. The flight was basically fully occupied and social distancing measures were impossible to practice. I was initially scheduled to operate two more working flights a few days later as well, but was removed from those flights after I took the initiative to get tested and secure a physician's note grounding myself until the results came back.

Synopsis

Two flight attendants reported having to work a flight a few days later after being on a flight with a passenger who had tested positive for COVID-19.
Time / Day
  Date: 202004

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

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

Component
  Aircraft Component: Pitot-Static System
  Aircraft Reference: X
  Problem: Improperly Operated

Person
  Reference: 1
  Location Of Person.Aircraft: X
  Location In Aircraft: Flight Deck
  Reporter Organization: Air Carrier
  Function.Flight Crew: Pilot Not Flying
  Function.Flight Crew: Captain
  Qualification.Flight Crew: Air Transport Pilot (ATP)
  Qualification.Flight Crew: Instrument
  Qualification.Flight Crew: Multiengine
  ASRS Report Number.Accession Number: 1741474
  Human Factors: Distraction

Events
  Anomaly.Aircraft Equipment Problem: Critical
  Anomaly.Deviation - Procedural: Published Material / Policy
  Detector.Person: Other Person
  When Detected: Routine Inspection
  Result.General: None Reported / Taken

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

Narrative: 1
I was made aware several days ago that my flight from ZZZ-ZZZ1 on operated with vertical stabilizer probe covers on. I did the walk-around and did not notice the covers on the probes. In my years of flying this type aircraft, I have never had the probes covered. I entered a write-up after landing that the FEEL DIFF light came on several times in flight, but the aircraft operated normal. Yesterday I spoke to Maintenance in ZZZ and I asked what color are the probe covers normally. He said normally X color, however they were short on supplies and in many cases used other methods to cover the probes. Also, Maintenance mentioned this was a new procedure and did not have all the necessary standardization and procedures in place. In today’s environment, we have all types of distractions going on, I don't believe I need to list them. This is a challenging time for all employee groups which can cause mistakes and errors. I'm sure Maintenance did not intentionally not remove the covers.

**Synopsis**

Air carrier Captain reported being notified that he had operated a flight with the vertical stabilizer probe covers on during flight.
**Time / Day**

Date: 202005  
Local Time Of Day: 0601-1200

**Place**

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

**Environment**

Flight Conditions: VMC

**Aircraft**

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

**Person: 1**

Reference: 1  
Location Of Person.Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function.Flight Crew: First Officer  
Qualification.Flight Crew: Multiengine  
Qualification.Flight Crew: Air Transport Pilot (ATP)  
Qualification.Flight Crew: Instrument  
ASRS Report Number.Accession Number: 1741452  
Human Factors: Distraction  
Human Factors: Confusion

**Person: 2**

Reference: 2  
Location Of Person.Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function.Flight Crew: Captain  
Qualification.Flight Crew: Air Transport Pilot (ATP)  
Qualification.Flight Crew: Multiengine  
Qualification.Flight Crew: Instrument  
ASRS Report Number.Accession Number: 1741454  
Human Factors: Confusion  
Human Factors: Distraction

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

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

Narrative: 1
We were told we had 2 jumpseaters. We had two jumpseaters. We showed 2 jumpseaters on the final Weight and balance. We noticed at cruise that the release only listed one jumpseater. We notified company and got time and initials for adding jumpseater to release.

COVID-19 departure procedures distracted from normal departure flows.

Narrative: 2
My First Officer for entire trip was removed for this leg and included as a jumpseater. He was on the pairing, was alerted for show, and was on the W/B, but was not on the release. During alert call I was told that we had two jumpseaters yet only one was at the hotel with us (my normal FO) and only one on the preliminary release (who was not at the hotel.) At that point we figured they had gotten the name wrong or they would correct it on the actual release form. Due to a complete change in clearing COVID protocols in ZZZZ we did not go to Operations as usual and got to the plane late. The second jumpseater was already in the plane when we arrived. The paperwork showed up well into our preflight process and I didn't catch the omission on the final release form. I did notice shortly after we got airborne and contacted Operations to add him. They sent us time and initials for the addition.

Many different procedures, time shortage, information gap. Just missed one message I meant to send but got busy.

Synopsis
Air carrier flight crew reported mistakes in flight release documentation relating to the number of jumpseaters on board.
Face masks may be used during flight as a preventative measure against the spread of COVID-19. This poses significant safety compromises.

The over/continued use of face masks has been linked to unconsciousness due to insufficient oxygen intake/excessive carbon dioxide intake.

Masks also cause communications barriers in already noisy flight decks. Should an explosive decompression occur, time of useful consciousness at typical flight levels is approximately 15-30 seconds. Time is critical. Modern airliners utilize quick-don pilot oxygen masks for a reason.

Has the FAA conducted extensive testing verifying face masks will not interfere with oxygen mask use? If not, face masks must be removed before oxygen mask use. A process that will take critical time at a critical time. Should the face mask be pulled down below the chin or should it be remove above the head? How will a tied face mask be quickly untied? Pilots have received zero training in these tasks. These questions pose serious risks until they are analyzed.
Because of the extreme risks to flight safety should oxygen masks be immediately required, the FAA must immediately intervene and prohibit face mask use during flight until they have specifically tested various face mask types and determine which, if any, are safe for use in flight.

**Synopsis**

Air carrier Captain reported significant safety compromises with wearing face masks during the COVID-19 pandemic and associated problems with oxygen masks.
**Time / Day**

- Date: 202004
- Local Time Of Day: 1801-2400

**Place**

- Locale Reference: ATC Facility: ZZZ.TRACON
- State Reference: US
- Altitude: MSL. Single Value: 4500

**Environment**

- Flight Conditions: VMC

**Aircraft : 1**

- Reference: X
- ATC / Advisory: TRACON: ZZZ
- Make Model Name: Small Aircraft
- Crew Size. Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Flight Phase: Cruise

**Aircraft : 2**

- Reference: Y
- ATC / Advisory: TRACON: ZZZ
- Make Model Name: Small Aircraft
- Crew Size. Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Flight Phase: Cruise

**Person**

- Reference: 1
- Location Of Person. Facility: ZZZ.TRACON
- Reporter Organization: Government
- Function, Air Traffic Control: Approach
- Qualification, Air Traffic Control: Fully Certified
- Experience, Air Traffic Control. Time Certified In Pos 1 (yrs): 1
- ASRS Report Number. Accession Number: 1741389
- Human Factors: Situational Awareness
- Human Factors: Workload
- Human Factors: Confusion

**Events**

- Anomaly, ATC Issue: All Types
- Anomaly, Conflict: Airborne Conflict
- Anomaly, Deviation - Procedural: Published Material / Policy
- Anomaly, Deviation - Procedural: Clearance
Narrative: 1

This took place during the special staffing for COVID-19 and I was on position at a very busy sector, I was about 30-45 minutes into my shift. I split off this sector due to the large number of aircraft in the airspace at that time, there were about ten on the frequency with at least ten more on 1200 codes in about a 15-20 mile area of airspace. I was speaking as clearly and quickly as I could, and calling traffic and issuing VFR instructions and assigning altitudes and I was aware of just one IFR aircraft on the frequency. I completely missed that Aircraft X was IFR and when they checked in, I told them to advise the weather and maintain VFR at or above 045, due to all the other traffic, I gave him traffic calls and various assignments for VFR altitudes, all of which the pilot read back as VFR instructions. Normally, this aircraft operates VFR, especially when conditions are very good VFR, and I don’t know if there was datablock overlap, but I did not realize that he was IFR until I turned him onto the final approach course, I normally give radar vectors for approaches to these flight school aircraft for practice approaches. When I moved the datablock, I realized it was IFR and I apologized to the pilot after asking whether he was IFR (since he answered all my VFR instructions), and I later found out that when he passed by the only IFR aircraft I was working (Aircraft Y) that they were separated by 2.92.

I feel badly that I missed the datablock, although I also feel that I was working very hard with high complexity and I ended up terminating flight following to a few aircraft due to the number of aircraft on frequency and in the airspace. I feel like the situation was controlled and I just missed that his datablock was IFR because I had so many aircraft on frequency and in the airspace.

I would just normally have had a handoff or extra set of eyes watching me if I was working this amount of traffic at this sector, but due to our staffing situation with COVID-19, we have just a few controllers per shift.

Synopsis

TRACON Controller working COVID-19 schedule reported a loss of separation between two IFR aircraft while accidentally providing VFR instructions to one of the aircraft.
ACN: 1741388 (80 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0001-0600

Place
Locale Reference.ATC Facility: ZZZ.TRACON
State Reference: US
Altitude.MSL.Single Value: 3000

Aircraft: 1
Reference: X
ATC / Advisory.TRACON: ZZZ
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Flight Plan: IFR
Flight Phase: Final Approach
Route In Use.Other
Airspace.Class E: ZZZ

Aircraft: 2
Reference: Y
ATC / Advisory.Tower: ZZZ
ATC / Advisory.TRACON: ZZZ
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Final Approach
Route In Use.Other

Person
Reference: 1
Location Of Person.Facility: ZZZ.TRACON
Reporter Organization: Government
Function.Air Traffic Control: Approach
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 1
ASRS Report Number.Accession Number: 1741388
Human Factors: Situational Awareness
Human Factors: Workload
Human Factors: Distraction

Events
Anomaly.ATC Issue: All Types
Anomaly.Conflict: Airborne Conflict
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Air Traffic Control
When Detected: In-flight
Assessments

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

Narrative: 1

This event occurred during special staffing circumstances, in which we are working on skeleton crews due to COVID-19, and I was working with one other person, and half of the airspace for our TRACON. Also, there have been a high amount of practice approaches during this time. Aircraft X was at 030 was cleared for an approach into ZZZ that has a one minute procedure turn at ZZZZZ [Intersection], and I had another aircraft I was vectoring into ZZZ1 at 040, which I waited until he was established to descend him, because the approaches come close to each other but don't overlap. I have never seen this type aircraft go as far out as Aircraft X did, especially doing less than 100 kts, and so I immediately got off the line I was coordinating on and asked him if he was commencing the turn inbound, I then called traffic to him and he said traffic in sight and I asked that he maintain visual separation. I did not realize at the time that I lost separation, but upon review, the Quality Control staff found that I lost separation before I obtained visual separation.

In the future, I would ask the pilot to report the turn inbound and wait to descend the other aircraft or I would wait until I visually observe this on the screen. I have worked many of these approaches in this type of scenario and I was anticipating the turn to be much smaller, but I realize I should protect for a larger turn, in case the pilot does something I am not anticipating. In general, these weeks have been hard because of the high amount of VFR traffic and the flight school operating out of ZZZ2, along with no D-side or Coordinators and more airspace, longer time on position with many days off in between, and it just makes it a little harder.

Synopsis

TRACON Controller reported a loss of separation due to an aircraft taking too long to turn inbound on the approach. Controller made reference to COVID-19 related issues contributing to the event.
Time / Day
Date: 202004

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Gate / Ramp / Line
Reporter Organization: Air Carrier
Function.Ground Personnel: Ramp
ASRS Report Number.Accession Number: 1741300

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Ground Personnel
Result.General: None Reported / Taken

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

Narrative: 1
ABC County has mandated Corona Virus mask wearing. The team employees work in very close proximity of each other in our tugs (less than 3 feet apart). No one on the shift wears a mask, but me. I asked when this order came out if it was going to be enforced and it was said by management that we can't force them to wear them. If you can't force them to wear masks, then how can you force me to work with them.

Synopsis
Ground employee expressed concern over being the only employee who wears a face mask and works in close proximity with other team employees.
ACN: 1741275 (82 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

Place
Locale Reference.ATC Facility: ZZZ.Tower
State Reference: US
Altitude.AGL.Single Value: 500

Environment
Flight Conditions: VMC
Weather Elements / Visibility: Visibility: 10
Light: Daylight
Ceiling.Single Value: 3000

Aircraft
Reference: X
Aircraft Operator: Corporate
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Initial Climb
Route In Use: Vectors

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Corporate
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
ASRS Report Number: Accession Number: 1741275
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

Events
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Track / Heading: All Types
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Air Traffic Control
When Detected: In-flight
Result.Flight Crew: Became Reoriented
Result.Air Traffic Control: Issued New Clearance
Assessments
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Primary Problem: Human Factors

Narrative: 1
While taxiing out to XX at ZZZ, Tower gave us our takeoff clearance with a turn to heading 310. The instructor non-flying pilot I was with read back the clearance saying left turn to 310. After departure the non-flying pilot bugged a left turn to 310, and I began the left turn. When we checked in with departure they notified us it was supposed to be a right turn, and instructed us to stop the turn. I'm not aware of any traffic conflicts that resulted from the turn. The non-flying pilot is confident he heard left turn, I'm only confident I heard him read back left turn.
I'm new to the airplane and have not flown much in the past few months due to the COVID-19 virus pandemic. The left turn to 310 off of XX seemed odd at the time, but due to the decreased air traffic I did not question it, as I should have. I'm not sure if it was pilot or ATC error, but I felt a safety report was warranted.

Synopsis
Corporate pilot reported turning the wrong direction to a heading issued by ATC. The pilot stated they were new to the airplane and had not flown much recently due to the COVID-19 pandemic.
ACN: 1741266

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

Place
Locale Reference.ATC Facility: ZZZ.Tower
State Reference: US

Environment
Weather Elements / Visibility: Turbulence
Weather Elements / Visibility Visibility: 30
Ceiling Single Value: 12000

Aircraft
Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Final Approach
Route In Use: Visual Approach
Airspace Class D: ZZZ

Person
Reference: 1
Location Of Person Aircraft: X
Location In Aircraft Flight Deck
Reporter Organization: Personal
Function Flight Crew: Pilot Flying
Function Flight Crew: Single Pilot
Qualification Flight Crew: Flight Instructor
Qualification Flight Crew: Instrument
ASRS Report Number Accession Number: 1741266
Human Factors Training / Qualification

Events
Anomaly Deviation - Track / Heading: All Types
Anomaly Deviation - Procedural: Clearance
Anomaly Inflight Event / Encounter: Weather / Turbulence
Detector Person: Flight Crew
When Detected: In-flight
Result Flight Crew: Became Reoriented
Result Air Traffic Control: Issued New Clearance

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

**Narrative: 1**

I was landing in ZZZ after a personal/training flight in the local area. I called 13 miles out and was told to enter the left downwind for RWYXX. I reported midfield left downwind for RWYXX and was cleared to land RWYXX. I turned base and lined up on RWYXY. As I noticed my mistake, the Controller cleared me to land on RWYXY - which I did rather than maneuvering back to the final for the parallel RWYXX. There wasn't any traffic around on either final.

Contributions to my mistake were 1) really gusty strong winds - very bumpy. The wind blew me wide on my downwind/base to final turns 2) I was complacent in checking the runway environment picture as I made the base to final turn 3) After the COVID-19 shutdown and winter, I am rusty and need to practice to get better proficiency.

I'm going to improve my proficiency and work on complacency that has crept into my flying.

**Synopsis**

GA flight instructor reported lining up on final approach with a runway parallel to the assigned runway. Cited as contributing were weather conditions and a lack of recent proficiency flights due to the COVID-19 pandemic.
ACN: 1741227 (84 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Altitude.AGL.SINGLE VALUE: 0

Environment
Flight Conditions: VMC

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

Component
Aircraft Component: Aircraft Documentation
Aircraft Reference: X
Problem: Improperly Operated
Problem: Malfunctioning

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1741227
Human Factors: Time Pressure

Events
Anomaly.Deviation - Procedural: Weight And Balance
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
When Detected.Other

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

Narrative: 1

Due to a large amount of work loading medical supplies, got in a bit of a rush to block out on time, and read BOW (Basic Operating Weight) placard wrong as XX,XXX. Was really XY,XXX. Due to COVID cockpit procedures, placard [was] very distorted, blotchy and worn. Corrected using adjusted weight column on weight and balance form. Error did NOT affect speed cards used for takeoff or landing. However, error was caught after trip during post flight paperwork checking before turning in.

Do not rush, even if medical supplies. More vigilance on possible flight deck alterations or damage due to COVID cleaning. Did read and was aware of email regarding placards, just didn’t stare at it long enough to discern the Number X instead of Number Y.

Synopsis

Air carrier Captain misread the BOW (Basic Operating Weight) placard which resulted in a weight and balance miscalculation. The placard had become distorted and worn due to COVID-19 cockpit cleaning procedures.
Time / Day
Date : 202004
Local Time Of Day : 1201-1800

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

Environment
Flight Conditions : VMC
Light : Night

Aircraft
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Flight Phase : Parked

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1741215
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Other

Events
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Result.General : None Reported / Taken

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

Narrative: 1
On Day 0, I operated Flight ABC from ZZZZ - ZZZ. I was the Captain assisted by [the] First Officer and the IRO (International Relief Officer). We had additional deadheading flight crew. The flight was uneventful and we landed in ZZZ. On Day 4 I received a call from the company informing me that my crew and I had been exposed to someone who had tested positive for COVID-19. I inquired as to who the infected person was, but she would not give me any names and stated they could not discuss any details with me. I immediately called my first officers and they both reported that they had received the same notification call at approximately the same time. Next I called the jumpseaters. My first call was to Jumpseater A who informed me that he was pulled from his flight on Day 1 by the company. He specifically stated that he was told he was being removed from his flight on Day 2, "due to him being possibly exposed to a person who has been tested for COVID-19." His notification occurred before our departure back to ZZZZ so we are curious why we were not shown the same abundance of caution and removed from our flight assignment since we were in close contact with affected jumpseater. Instead we were only notified after we returned to ZZZ on Day 4 after having potentially exposed more jumpseaters and the good people of the neighborhood who we intermixed with during the ZZZZ layover. The FO in question did test positive for the virus and I am now showing secondary symptoms which I pray is not related to a COVID infection. In closing, I personally believe that if there was a possibility that a crew member was potentially COVID-19 positive, we should have been removed as operating crew and tested!

Synopsis

Air carrier Captain reported being notified by the company of a possible exposure to COVID-19 through another crew member. The Captain expressed concern that deadheading crew was notified before the on-duty crew and suggested that they should have been removed from duty sooner.
ACN: 1741192 (86 of 196)

Time / Day

Date: 202004
Local Time Of Day: 0601-1200

Place

Locale Reference.ATC Facility: ZZZ.ARTCC
State Reference: US
Altitude.MSL.Single Value: 41000

Environment

Weather Elements / Visibility: Thunderstorm
Weather Elements / Visibility.Visibility: 50
Light: Daylight

Aircraft

Reference: X
ATC / Advisory.Center: ZZZ
Aircraft Operator: Air Taxi
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 135
Flight Plan: IFR
Mission: Passenger
Flight Phase: Cruise
Airspace.Class A: ZZZ

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Taxi
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Flight Instructor
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Flight Engineer
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1741192

Events

Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: FAR
Anomaly.Inflight Event / Encounter: Weather / Turbulence
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Took Evasive Action

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

**Narrative: 1**

Flight from ZZZ to ZZZ1 in an overwater equipped aircraft with a co-pilot that hasn't completed overwater training. We were on a filed route that kept us close to the shoreline but had to deviate around area of heavy thunderstorms which got us farther off shore than authorized by our ops specs. I filed the flight [plan], but didn't take into account that any deviation further offshore would exceed acceptable distance from the shoreline. Due to COVID-19 my co-pilot's overwater training had been cancelled and that fact I hadn't considered when I filed the flight plan. I will definitely review everyone's quals in the future and be sure the filed route complies with all regulations.

**Synopsis**

Air taxi pilot reported that while deviating around thunderstorms, the track resulted in flying farther offshore than allowed by company Ops Specs. The pilot noted that due to COVID-19 the co-pilot's overwater training had been cancelled.
ACN: 1741165 (87 of 196)

**Time / Day**
- Date: 202004
- Local Time Of Day: 0001-0600

**Place**
- Locale Reference: ATC Facility: ZZZ.TRACON
- State Reference: US

**Aircraft**
- Reference: X
- ATC / Advisory: Tower: ZZZ
- ATC / Advisory: TRACON: ZZZ
- Aircraft Operator: Air Carrier
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Landing
- Airspace: Class C: ZZZ

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function: Flight Crew: Pilot Flying
- Function: Flight Crew: Captain
- Qualification: Flight Crew: Air Transport Pilot (ATP)
- Qualification: Flight Crew: Multiengine
- Qualification: Flight Crew: Instrument
- ASRS Report Number: Accession Number: 1741165
- Human Factors: Other / Unknown
- Human Factors: Situational Awareness

**Events**
- Anomaly: Deviation - Altitude: Overshoot
- Anomaly: Deviation - Altitude: Excursion From Assigned Altitude
- Anomaly: Deviation - Track / Heading: All Types
- Anomaly: Deviation - Procedural: Published Material / Policy
- Detector: Person: Flight Crew
- When Detected: In-flight
- Result: Flight Crew: Returned To Clearance

**Assessments**
- Contributing Factors / Situations: Human Factors
- Primary Problem: Human Factors

**Narrative:** 1
Visual approach to Runway XXL. Vectored to a wide downwind by ATC. Was high and over-corrected and descended too low. Had the ILS XXL tuned in as a backup and by the time the aircraft turned final, was 1 dot low on the glidepath. Stopped the descent and re-established on glidepath to an uneventful landing. Lots to learn on this one as debriefed by both pilots after landing. As the pilot flying I over-corrected on the much wider downwind than I was used to and got low as a result. Would have worked for a normal downwind, but I should have held my descent. Have not been flying a lot lately, and neither had my FO and it showed as I think under normal flying I would have caught this prior to final and made an earlier correction. Definitely something to watch out for personally with the reductions in flying.

Synopsis
Air carrier Captain reported an altitude overshoot during approach and cited reduced flying as a contributing factor.
**ACN: 1741125 (88 of 196)**

**Time / Day**
- Date: 202004
- Local Time Of Day: 1201-1800

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

**Environment**
- Weather Elements / Visibility: Rain

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

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Reporter Organization: Air Carrier
- Function.Flight Crew: Pilot Not Flying
- Function.Flight Crew: Captain
- ASRS Report Number.Accession Number: 1741125
- Human Factors: Other / Unknown

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Passenger Misconduct
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- Detector.Person: Flight Attendant
- When Detected: In-flight
- Result.General: None Reported / Taken

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

**Narrative: 1**
This pairing was built as a deadhead out in Aircraft X with us flying the same aircraft back. C/S agent in ZZZ was fully compliant to COVID policies and asked that I pre-board in order to give her more space with other passengers. FAs on the aircraft did not all have masks on (was okay, we weren't boarding yet), but as the flight went on, I noticed that FAs often did not have masks on, and were seen by passengers handling the snacks without masks on. The passenger next to me, also no mask, slept most of the flight, but other passengers in First Class (I was assigned [first class seat]) did notice the FA behavior. Given the sensitive situation, I simply pointed at my own mask and nodded. The two attendants up front then seemed to keep the masks on. Note: When food and bottled water is handed out, people, including myself are forced to pull mask up/down in order to eat.

ZZZ2-ZZZ (Our leg):
We were unable to get paperwork prior to departure ZZZ. When I got release -- on taxi-in ZZZ1 -- I saw release-1 showing a different aircraft type. I accepted release and got off to walk to our new gate. C/S in ZZZ1 was not mask compliant (mask around neck but not on face). When I returned from walk-around, the aircraft was boarding normally: jetway full, line down aisle, etc. FAs again did not all have masks 'up'. I said something like, "I know it's hard, but the masks are important." Not sure she heard me, but she did put it up as she went to the middle to deal with a developing seat issue. I went to the flight deck and did my thing. Within a few minutes, the Purser returned to say, we have a belligerent passenger that just cussed me out because of a seat being occupied. "He used f-bombs and called me several expletives." Wanting to resolve the problem, I waited for the C/S agent (different guy, and this one had a mask and gloves on) to arrive and I followed him back. The man had a mask on his face. He told the gate agent that company was not complying with promises made on their booking. "I booked this seat and it showed no occupant here," he pointed at well-masked young man in [the seat]. "I can't have this man in this seat." The C/S agent explained that the booking said "If available" and that we had to accommodate additional passengers." C/S agent said, "You are welcome to deplane and I'll book you on another flight." He said, "I'm staying, I have a connection in ZZZ." The C/S agent looked at me, and I said to the man, "Well, we have the issue of how you treated my Purser." He mentioned being scared, and that he'd not do that again. I said, "Okay, I'll want to hear what you say to her, as I'm leaving that decision up to her." I also offered him use of an N-95, if I could find one. He said pointing to his mask, "This covers better than the N-95, so no thanks, I don't need that." He apologized to the FA Purser and ensured he be calm going forward. The Purser could have said, "Okay, thank you," but of course, she didn't. She said loudly that, (paraphrase) "What you did is unacceptable, and if you repeat that behavior in any way, there will be security to meet you at the gate." The passenger nodded and said simply, (paraphrase) "I'm scared, I wasn't supposed to have a person next to me." There were many side conversations and other more minor passenger complaints such as requests for seat moves, and requests for passenger mask use, and reports of FA non-use of masks that I won't get into.

My FO was freaked out by the fact that he'd likely be furloughed. I spent a while addressing those concerns. I went over the governmental support, etc. He calmed down enough that I felt we'd be okay, but also told him this was my first flight in [XX]-days and that we'd both need to be on our A-game, as there were likely to be errors resulting from these many threats. Also talked about how each error itself would become a threat. FO made takeoff at his request and I made landing at ZZZ. There were many errors made due to rustiness, and we spent several minutes in the cockpit with the debrief card. There were no FAR deviations during the segment.

Synopsis
Air carrier Captain reported various issues relating to the COVID-19 pandemic including FAs not properly using masks, passenger complaints regarding seating issues and lack of flying time.
Date: 202004

Locale Reference. ATC Facility: ZZZ.TRCON
State Reference: US
Altitude. MSL. Single Value: 4000

Flight Conditions: VMC

Reference: X
ATC / Advisory. TRACON: ZZZ
Aircraft Operator: Personal
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size. Number Of Crew: 1
Flight Plan: IFR
Mission: Training
Flight Phase: Climb
Airspace. Class E: ZZZ

Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function. Flight Crew: Pilot Flying
Function. Flight Crew: Single Pilot
Qualification. Flight Crew: Instrument
ASRS Report Number. Accession Number: 1741118
Human Factors: Communication Breakdown
Communication Breakdown. Party1: Flight Crew
Communication Breakdown. Party2: ATC

Anomaly. ATC Issue: All Types
Anomaly. Deviation - Altitude: Overshoot
Anomaly. Deviation - Altitude: Crossing Restriction Not Met
Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: Clearance
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Requested ATC Assistance / Clarification
Result. Air Traffic Control: Issued New Clearance

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

Narrative: 1

During IFR training flight, in VFR conditions, after the missed approach at ZZZ, I climbed to 3,500 feet and proceeded north. I contacted ZZZ Approach and requested 4,000 feet. The Controller was busy and said he would get back to me. A minute later the Controller cleared me to 4,000 feet and direct to ZZZ VOR.

The mistake was after I declared a missed approach at ZZZ, without further guidance from the Controller, I should have flown the published missed approach for the VOR Runway XX. Maximum altitude would have been 3,000 feet according to the published missed approach. Looking back, when the ZZZ Controller cleared me for the approach to VOR Runway XX, into ZZZ, he also instructed me to contact the airport advisory frequency. Due to COVID-19, the ZZZ Tower was closed and there was no advisory frequency published for the airport. In retrospect, I should have called the ZZZ Controller right back and informed them of this before I continued with the approach to ZZZ.

In my defense, the Controller could have instructed me to fly the missed approach or given me other missed approach instructions before he cleared me for the approach to ZZZ and instructed me to change frequencies. There were no other airplanes flying nearby and conditions were VFR. The Controller made no mention of the deviation.

Synopsis

Pilot reported executing the wrong missed approach procedure after not being issued missed approach instructions. ATC cleared the pilot for the approach and issued instructions to contact airport advisory frequency, however there was no such frequency published for the airport and the Tower was closed due to the COVID-19 pandemic.
ACN: 1741074 (90 of 196)

Time / Day
Date: 202004

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1741074
Human Factors: Other / Unknown

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: In-flight
Result.General: Maintenance Action

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

Narrative: 1
Customer boarded airplane and was coughing, etc. Flight Attendant provided face mask that he refused to wear. Customer vomited all over the back galley and bathroom and spread the vomit on carpet back to his seat. Captain had the airplane taken out of service upon arrival due to the stench and magnitude of vomit everywhere.

Flight Attendant [was] sent back to base with no pay or the option to get checked out for COVID-19.

Our system is flawed. We need to be proactive and make customers wear face masks and
get temperature checked. Flight attendants are first responders and need to be protected from the spread of this COVID-19.

Synopsis

Flight Attendant reported a passenger vomited throughout aircraft causing aircraft to be taken out of service after landing at destination. Flight Attendant suggested passengers should wear masks and have their temperature checked prior to boarding during the COVID-19 pandemic.
ACN: 1741073 (91 of 196)

Time / Day
Date: 202004

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

Environment
Light: Daylight

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1741073

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: Pre-flight

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

Narrative: 1
Strong smell detected by passengers and crew. Noticed a passenger spraying walls, windows, armrests and seats. I immediately opened service door. Captain smelled it as well. [Passenger] made [the spray] from home with alcohol, etc. We notified Operations and a Customer Service Supervisor appeared. Crew was worried about it being flammable. Supervisor talked to passenger. No action was taken. Customer put spray bottle back in luggage. Supervisor took smelly wipes. Smell was so strong and crew wanted bottle removed from aircraft to ensure safety of passengers and crew, but Supervisor made the call. Smell finally disappeared during flight.

Synopsis
Flight Attendant reported a passenger brought on board a smelly spray container made with an alcohol base mixture. Passenger reportedly started spraying walls, windows, seats and armrests.
**ACN: 1741072 (92 of 196)**

**Time / Day**
Date: 202004

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

**Environment**
Light: Daylight

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

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number. Accession Number: 1741072

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

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

**Narrative: 1**
During boarding, I noticed a passenger step on to the plane with a mask around his neck. I said hello and he said hello back. When he turned right to head down the aisle, he stopped almost as soon as he stepped on to the carpet. I stepped forward from the galley to see why he had stopped. I saw him turn his head completely to the left so that his face was now facing mine, with approximately 18" between us. He sneezed directly in my face, making no attempt to cover his mouth, pull up his mask or turn towards the row 1 window. I immediately stepped back, grabbed a C-fold and blotted my face. I politely asked him to cover his mouth and/or wear his mask if he needs to sneeze or cough. He said okay and proceeded to a seat. I don't believe his behavior was intentional, but I was still exposed to any germs he has. I was wearing a mask, but no eye glasses or goggles to cover my eyes. Due to the COVID-19 pandemic, this is an even greater safety concern than it normally would have been.

Not sure what else could have been done, as passengers should always cover their mouths when they sneeze. Perhaps Operations could add some basic hygiene tips to their boarding announcements, like washing hands, covering their mouths, etc.

**Synopsis**

Flight attendant reported passenger sneezed directly into Flight Attendant's face without attempting to cover the sneeze. Flight Attendant suggested passengers should be given hygiene tips during pre-boarding announcements.
ACN: 1741053 (93 of 196)

Time / Day

Date: 202004
Local Time Of Day: 0601-1200

Place

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

Environment

Light: Daylight

Aircraft

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

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1741053
Human Factors: Other / Unknown
Human Factors: Confusion

Events

Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
Were Passengers Involved In Event: Y
When Detected: Pre-flight
Result.General: Work Refused

Assessments

Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Primary Problem: Company Policy
Narrative: 1

Was scheduled to deadhead back to ZZZ from ZZZ1 after an overnight and deadhead from ZZZ2. I checked the load on the aircraft that morning and the aircraft was overbooked by X people it was an X type aircraft for XXX passengers. Several messages of maintaining social distancing were played throughout the airport as well as physical signs about maintaining at least 6 feet between you and other people. We had several announcements on the aircraft from ZZZ2 about spreading out and maintaining social distancing recommendations. Yet here we were scheduled on an aircraft where every seat was filled. I notified crew scheduling about the situation (they should have already known). I had found an aircraft going directly back to my home (ZZZ3) which was less than half full and asked to be released. I did notify my crew about the situation and told them what I was planning. However, the FO lives in ZZZ and had no other options, the FAs did not think they could get released and thought that they had no other options. With no N95 masks to protect themselves and with studies showing that over 50% of infected individuals are asymptomatic the company put their crews in a no win situation with the high possibility to be infected and unable to perform their duties within 2-14 days as well as possibly infecting other crews within that time not to mention their families.

Crew scheduling has the same software and better than crews do to check aircraft loads. Our partners know what their aircraft loads are. Just two weeks ago a similar situation presented itself and our partner replaced the same type aircraft with a much larger aircraft] in order to enable social distancing and passenger comfort as well as crew safety. We have multiple aircraft sitting unused and deteriorating on the runways and taxiways of all of our hubs. There is no excuse for allowing this situation. We were a valid and available crew, aircraft need to fly in order to avoid future maintenance issues and there are aircraft not being used. At a minimum someone should set up some crew only flights for transporting commuting and deadheading crews, so we can reduce our exposure. They could be shared between all airline companies. At the same time or in addition more aircraft should be utilized as passengers should not be forced to sit next to each other and violate CDC guidelines. Our partners could start enabling us to fly, but instead had canceled several flights (not for crew availability or aircraft) during the day. Just offering some suggestions as to how we can do this better and not put our aircrews nor our passengers in jeopardy. Fortunately, I had other options, most others do not.

Synopsis

Air carrier Captain reported being scheduled a flight at full passenger capacity and was concerned about social distancing and exposure to COVID-19.
I was approached by [a] Supervisor and he told myself and the crew on gate that it is now mandatory for all crew members to wear the wireless headsets including the wing walkers. I communicated to Supervisor about the concerns of sharing equipment that touches my face, ear and mouth area due to the current crisis of the COVID-19 virus. It was communicated by him in the past to the work group that wearing the headsets by the wingwalkers was optional and only mandatory for the push back driver. The headsets come in sets of [X], they are all stored in the same box and can come in contact with the other users on the team. I voiced my concern of the sharing of equipment and was told there is enough time in-between flights to sanitize.

Ground employee reported concerns about having to wear commonly shared wireless headsets during the COVID-19 pandemic.
Time / Day
Date : 202004

Place
Altitude.AGL.Single Value : 0

Aircraft : 1
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Flight Phase : Taxi

Aircraft : 2
Reference : Y
Make Model Name : Commercial Fixed Wing
Flight Phase : Parked

Component : 1
Aircraft Component : Winglet
Aircraft Reference : X
Problem : Malfunctioning

Component : 2
Aircraft Component : Horizontal Stabilizer
Aircraft Reference : X
Problem : Malfunctioning

Person : 1
Reference : 1
Location Of Person : Gate / Ramp / Line
Reporter Organization : Air Carrier
Function.Ground Personnel : Other / Unknown
ASRS Report Number.Accession Number : 1741022
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Ground Personnel
Communication Breakdown.Party2 : Other

Person : 2
Reference : 2
Location Of Person : Gate / Ramp / Line
Reporter Organization : Air Carrier
Function.Ground Personnel : Other / Unknown
ASRS Report Number.Accession Number : 1741025
Human Factors : Situational Awareness

Person : 3
Reference : 3
Location In Aircraft.Other
Person: 4

Reference: 4
Location: Other
Reporter Organization: Air Carrier
Function: Ground Personnel
ASRS Report Number: 1741041

Events

Anomaly: Aircraft
Detector: Ground Personnel
When Detected: Taxi
Result: Aircraft Damaged

Assessments

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

Narrative: 1

[We were] asked to re-position an aircraft that was in storage. We moved it closer to Aircraft X that was already in storage. They then asked us to move it even closer to Aircraft X. While we were moving Aircraft Y struck Aircraft X. We felt comfortable with the first movement of Aircraft Y, we all felt uncomfortable when [we were] asked to move it even closer to Aircraft X.

Narrative: 2

[It was] requested [to] re-position aircraft(s) at storage area. Note: 4 aircraft were parked at the storage area. Requested that 2 aircraft to be parked closer together. Aircraft Y was re-position closer to Aircraft X. [It was] requested Aircraft Y to be moved even closer to Aircraft X.

Narrative: 3

They wanted two aircraft repositioned in the static parking area so that more aircraft could be fit in. We repositioned Aircraft Y and went to the second aircraft, but, were told that the first aircraft had to be repositioned again. We went back to Aircraft Y and started to reposition it a second time when the left winglet struck the right horizontal stabilizer of the aircraft next to it (Aircraft X). I was wing walking the left wing of Aircraft Y and more concerned with the winglet and a piece of equipment when the event occurred.

Narrative: 4

Towing aircraft in a remote location with no directional markings, no stop markings just a freeform area of tarmac and very vague direction from [Person A] that continuously is changing their decision on where exactly they would prefer aircraft placement to accommodate more aircraft in said space. During repositioning today we struck wingtips with adjacent aircraft during [the] requested reposition in remote location with above conditions and additional equipment in close proximity.
Synopsis

Air carrier ground crew reported that while repositioning an aircraft in a remote parking location, the wing struck an adjacent parked aircraft. The crew reported that the move was done to fit more aircraft into the parking location.
ACN: 1741018 (96 of 196)

Time / Day
Date: 202004

Place
Altitude.AGL.Single Value: 0

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

Component
Aircraft Component: FMS/FMC
Aircraft Reference: X
Problem: Malfunctioning

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Captain
Qualification. Flight Crew: Multiengine
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Instrument
Experience. Flight Crew. Total: 3059.60
Experience. Flight Crew. Last 90 Days: 112.6
Experience. Flight Crew. Type: 1541.73
ASRS Report Number. Accession Number: 1741018
Human Factors: Human-Machine Interface
Human Factors: Distraction

Person: 2
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Captain
Function. Flight Crew: Pilot Not Flying
Qualification. Flight Crew: Instrument
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Multiengine
Experience. Flight Crew. Total: 22800
Experience. Flight Crew. Last 90 Days: 152.98
Experience. Flight Crew. Type: 8230
ASRS Report Number. Accession Number: 1741027
Human Factors: Distraction
Human Factors: Human-Machine Interface

Events
Anomaly. Aircraft Equipment Problem: Less Severe
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Other Person
Result. General: None Reported / Taken

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

Narrative: 1
It was brought to my attention that we may have departed from ZZZ to ZZZ1 with an expired FMC database. Arriving at the airport we proceeded to the company directed location and then proceeded to security and eventually arrived at our gate. I conducted a preflight briefing with my cabin crew and then begun my preflight duties. My First Officer conducted the initial cockpit set up and I began to disinfect switches and buttons wearing gloves and mask. I noted that the plane had arrived from ZZZ2 a few hours earlier. I performed my normal preflight duties to include verification of the navigation database. After we were both finished our preflight duties we conducted our briefings and departed for ZZZ1. We did not notice nor [were we] told of any navigation errors by ATC. There have been some added distractions lately with the numerous added cautions for cockpit cleanliness. I was not aware of nor did I intend to operate with an expired FMC database. Before and during the flight we verified and continuously monitored the departure, enroute, and arrival waypoints against the charted points. Again no navigation discrepancies were noted and we arrived at ZZZ1 uneventful. This report is submitted to help improve the safety and help identify why crews may inadvertently use old databases.

Narrative: 2
As pilot not flying I programmed the FMC for our flight to ZZZ and didn't notice the nav database being out of date. Between the still new process of cleaning the flight deck and numerous request for cleaning supplies from flight attendants I may have been distracted at some point but don't remember any specific time during the programming of the FMC. I do remember starting my cockpit setup only to stop to get [disinfectant] wipes to clean before resuming setup.

Synopsis
Air carrier Captain reported inadvertently flying with an expired FMC database. The Captain noted that distractions due to numerous added cautions for cockpit cleanliness may have contributed.
I don't feel it's safe for the FAA to extend pilot currency to six months (or 180 days) instead of the normal three months (90 days), whether or not there is a pandemic. No studies were conducted to support this policy change, and no comment period was allowed. I have flown with individuals who were off work for 30 days and it can be scary. I think whatever the FAA policy, our airline would be wise to adhere to our historic practices of three takeoffs and landings within 90 days, or you go do them in a simulator.
**Time / Day**
- Date: 202004
- Local Time Of Day: 0601-1200

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

**Environment**
- Light: Daylight

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

**Component**
- Aircraft Component: Oxygen System/Crew
- Problem: Improperly Operated

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Boarding
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1740938
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Attendant
- Communication Breakdown.Party2: Other

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Attendant
- When Detected.Other
- Result.General: None Reported / Taken

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

Narrative: 1

While completing the pre-departure safety demonstration, I had my face mask on. During the portion of the demonstration where I had to demonstrate the correct use and application of the demonstration oxygen mask, my own face mask was still on while I was demonstrating how to use the oxygen mask. I realize passengers wearing their own masks could think it would be alright to put the oxygen mask over their face mask based on my incorrect demonstration.

I went into my trip misinterpreting and misreading communication regarding face masks, which led me to think I would just need to wear my face mask throughout the flight without understanding that there are exceptions and appropriate situations during which to remove the face mask. While completing my safety demonstration, I do not think I realized I was wearing my face mask as I was demonstrating the use of the demonstration oxygen mask. I believe that I was also narrowly focused on keeping up with the demonstration rather than being situationally aware of the fact that I was still wearing a mask as I went into the oxygen mask demonstration.

Looking back on this event, I realize I could have been more aware of myself and my surroundings. Before I started the trip, I simply thought that I would just need to wear my mask for the duration of my flights without comprehending that in certain moments of the flight, such as demonstrating correct use of the oxygen mask, that it would be appropriate to remove my mask in order to safely and accurately show its proper use. I plan to be more situationally aware, realizing that I may need to remove my mask for certain tasks. I will now remove my mask for the pre-departure demonstration in order to show how to properly use and wear the oxygen mask.

Synopsis

Flight Attendant reported wearing a personal face mask while demonstrating oxygen mask use during the pre-departure safety briefing. The Flight Attendant was concerned that passengers would think it would be acceptable to place an oxygen mask over a personal mask.
**Narrative: 1**

During preflight, flight attendants brought to our attention that there were no sani-wipes on board. We called Operations for some to be delivered and they said they had zero inventory to give us.
While the planes are cleaned, wipes need to be available so crews can ensure their workstation is wiped down after crew/plane swaps.

**Synopsis**

Air carrier First Officer reported no sani-wipes were on the aircraft, nor available from operations.
The use of wireless headsets exposes ramp employees to COVID-19 exposure. How can we be 100% certain the coronavirus has been completely wiped off of the wireless headset? The eyes and mouth are obvious routes to potential infection. The use of wireless headset without a policy to ensure the device has been completely and properly sanitized before use may inadvertently spread COVID-19.

Ground employee reported the use of shared headsets exposes ramp employees to COVID-19.
ACN: 1740829 (101 of 196)

Time / Day
Date: 202004

Place
Altitude.AGL.Single Value: 0

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Gate / Ramp / Line
Reporter Organization: Air Carrier
Function.Ground Personnel: Ramp
ASRS Report Number.Accession Number: 1740829
Human Factors: Other / Unknown

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Ground Personnel
Result.General: None Reported / Taken

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

Narrative: 1
2 team members that are separated for social distance in accordance with CDC guidance were paired to work together. Which brought them to be close to each other less than the 6 feet [not in accordance with] the government requirement.

Synopsis
Ground employee reported two team members were less than 6 feet apart and not in accordance with social distancing government guidelines.
**Time / Day**

Date: 202004

**Place**

Altitude.AGL.Single Value: 0

**Environment**

Flight Conditions: VMC

**Aircraft**

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

**Person: 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Pilot Not Flying
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1740821
Human Factors: Distraction
Human Factors: Confusion

**Person: 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1740823

**Events**

Anomaly.Deviation - Procedural: Weight And Balance
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
When Detected: In-flight
Result.General: Flight Cancelled / Delayed

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

**Narrative: 1**

On taxi-out there was some confusion from Load Planning after sending our final weights. They then asked for First Class seating configuration. We complied and sent the information. The confusion may have stemmed from the fact that passengers were moved out of First Class to comply with passenger COVID-19 boarding. After waiting for them to sort out the seating configuration the Captain called Dispatch and he confirmed we were good to go as long as passengers were removed from rows X and Y. We received another message as we were starting our takeoff roll asking for more passenger seating configurations. After takeoff we later responded and told them we were airborne and then Load Planning told us we took off without final weights. This was frustrating as we had three copies of final weights sent to us. The Captain also called Dispatch to confirm that we were good to go as long as everyone was moved out of Row X and Y. The multiple messages and confusion from Load Planning created multiple unnecessary threats.

**Narrative: 2**

Load Planning was accusing us of taking off without final weights on a very empty flight. They were creating threats and distractions, it took them more than 1/2 an hour to tell us we were good to go after moving people out of Row X and Y. We had to call Dispatch on cell phone and they confirmed that if we removed passengers from rows X and Y we would be good to go. We finally did what we were asked and I have 3 final weights and after takeoff Load Planning tells us we took off without one. Someone was totally not knowing how to get accurate final weights to us at a critical phase of takeoff which created threats beyond belief, really more than 1/2 an hour in this environment where capacity has been reduced 90 percent?

**Synopsis**

Flight crew reported having to move passengers from two rows for weight and balance causing a delay, and then once airborne crew was told they took off with incorrect final weights.
**Time / Day**

Date: 202004
Local Time Of Day: 1201-1800

**Place**

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

**Environment**

Light: Daylight

**Aircraft**

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

**Person: 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1740815
Human Factors: Distraction
Human Factors: Confusion
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

**Person: 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function.Flight Crew: Pilot Flying
Experience.Flight Crew.Last 90 Days : 125
Experience.Flight Crew.Type : 2561
ASRS Report Number.Accession Number : 1741007
Human Factors : Confusion

Events
Anomaly.ATC Issue : All Types
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : None Reported / Taken

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

Narrative: 1
I am submitting this report to address two things - 1) My crew accepting a takeoff clearance, when ATC called us by the wrong callsign, and 2) A general lack of alertness that I am seeing on the line as a result of these extremely irregular times.

Regarding the takeoff clearance - we were Number 1 at the hold short for runway at ZZZ. We were the only aircraft out there. Nobody else in line or even within 300 yards of the runway. ATC issued a takeoff clearance for runway and the callsign was very similar to ours. My FO accepted the clearance (reading back the correct callsign) and off we went. In retrospect I believe that ATC referred to us as Company XXX (not YXX). This became clear to me when he said it again and corrected himself while switching us to departure. In truth there was no doubt in my mind that the clearance was intended for us because we were literally the only ones there, but I still should have clarified it. The takeoff was uneventful.

I believe that a factor in this event is the fact that all of us are becoming a little too complacent with [few] people on each flight and virtually no other traffic around us. Every flight is starting to feel like that delayed 2 AM departure where the usual tension of flying aircraft tends to go away with direct clearances that never happen and comms that are a bit too relaxed. We are letting our guard down at a time where we can ill afford it.

I should have stopped and asked the Controller to clarify. Even though I was 100% sure that the clearance was intended for us, I let my guard down. Verify that clearance was for Company YXX. He says oops sorry, we read it back, and off we go. If we weren't the only ones there or the field was more complicated or congested that could have bitten us. As a group we need to re-dedicate ourselves to being careful and methodical in our flying. Our airline and our industry are already hanging on by a thread. I can't imagine a worse time to add an accident to the mix. Nothing changes just because the aircraft or the airport or the sky are virtually empty. We need to do things the right way - the professional way. Anything less leaves our Company and our futures to chance.

Narrative: 2
The Captain told me the next day he filled out a report about ZZZ Tower using the wrong call sign for us to take the runway and depart. I am not sure if that happened, but I have no reason to doubt that it did. Our callsign was YXX and the Captain said he mixed up the numbers. I didn't catch it. I read back my callsign and we took the runway and departed. At the time we were the only aircraft at the runway ready for departure.

I could listen up a bit closer to catch those moments of dyslexia that we all have from time to time and query the controllers. Also, the other crew member could speak up when hearing something differently.

**Synopsis**

Flight crew reported a similar callsign issue resulting in a takeoff without clearance. The crew attributed this to a lack of alertness and complacency due to the irregular times.
**ACN: 1740811 (104 of 196)**

**Time / Day**
- Date: 202004
- Local Time Of Day: 1201-1800

**Place**
- Locale Reference.ATC Facility: ZZZ.ARTCC
- State Reference: US
- Altitude.MSL.Single Value: 2000

**Aircraft: 1**
- Reference: X
- ATC / Advisory.Center: ZZZ
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Flight Phase: Final Approach
- Route In Use.Other
- Airspace.Class E: ZZZ

**Aircraft: 2**
- Reference: Y
- ATC / Advisory.TRACON: ZZZ
- Make Model Name: Small Aircraft
- Crew Size.Number Of Crew: 1
- Flight Plan: IFR
- Flight Phase: Initial Approach
- Route In Use.Other
- Airspace.Class E: ZZZ

**Person**
- Reference: 1
- Location Of Person.Facility: ZZZ.ARTCC
- Reporter Organization: Government
- Function.Air Traffic Control: Approach
- Qualification.Air Traffic Control: Fully Certified
- Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 4.5
- ASRS Report Number.Accession Number: 1740811
- Human Factors: Distraction
- Human Factors: Situational Awareness
- Human Factors: Training / Qualification
- Human Factors: Confusion

**Events**
- Anomaly.Airspace Violation: All Types
- Anomaly.ATC Issue: All Types
- Anomaly.Conflict: Airborne Conflict
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Air Traffic Control
Assessments

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

Narrative: 1

We are working approach control airspace as part of a COVID-19 mitigation plan. Aircraft X was on approach to ZZZ, which is in Approach airspace, when Approach called and asked for a block for an approach in ZZZ1. I had previously told a Controller at [another facility] that I would not be able to approve that approach because I was blocking for the aircraft into ZZZ. When [other facility] called back and asked again for the block for ZZZ1 I again told them no. The other Controller began to question me. I explained the block that I needed and he still seemed confused. I then was trying to get off the line to get back to my traffic. I then said "If you can keep him clear" and that I couldn't authorize the approach with my rules. [Other facility] then said they could give him an alternate missed approach. While I don't believe I specifically approved the approach my language may have been interpreted as authorizing the approach. At the time I was thinking that the approach may have some procedure that I was not aware of that would allow the approach to run but upon rereading the Center SOP I do not believe that would be the case. While I don't believe that the aircraft lost separation with each other or specifically with protected airspace they may have been on approach at the same time which is not allowed by the Center SOP.

I do not believe that these approaches conflict as published and the restriction can be removed. However, we also need more concise rules about what approaches we can and cannot run. Our procedures were designed for the Midnight shift with low traffic and when we run the day shift we face a lot of delays because our rules are not as lenient as the approach controls that usually run the airspace. When I have tried actually determine if these approaches conflict I keep running into problems because I am not sure who to contact and can never get concrete answers. A central office that could evaluate the procedures, or someone in the center specifically trained in approaches who could determine whether or not they conflict would be helpful.

Synopsis

Center Controller also working Approach Control airspace due to the COVID-19 pandemic, reported communication issues with another Approach facility resulting in an airborne conflict.
ACN: 1740805 (105 of 196)

Time / Day
Date: 202004
Local Time Of Day: 1201-1800

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

Aircraft: 1
Reference: X
ATC / Advisory. TRACON: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Passenger
Flight Phase: Final Approach
Route In Use: Vectors
Route In Use: Visual Approach
Airspace. Class C: ZZZ

Aircraft: 2
Reference: Y
ATC / Advisory. TRACON: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Initial Climb
Route In Use: Vectors
Airspace. Class C: ZZZ

Person
Reference: 1
Location Of Person. Facility: ZZZ.TRACON
Reporter Organization: Government
Function. Air Traffic Control: Approach
Qualification. Air Traffic Control: Fully Certified
Experience. Air Traffic Control. Supervisory: 18.5
ASRS Report Number. Accession Number: 1740805
Human Factors: Workload
Human Factors: Confusion

Events
Anomaly. ATC Issue: All Types
Anomaly. Conflict: Airborne Conflict
Detector.Person: Air Traffic Control
When Detected: In-flight
Result.Flight Crew: Returned To Clearance
Result.Air Traffic Control: Issued New Clearance

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

Narrative: 1
I was working all positions combined during the COVID reduced staffing period. Both ZZZ and ZZZ1 were in their north configuration. I had turned Aircraft X to a XXX heading for a vector to the Visual Approach. I had released Aircraft Y on an initial westbound departure heading. During the sequence of events, I had forgotten that Aircraft X was a ZZZ1 arrival, mistaking him as a ZZZ arrival. Both arrivals are vectored in a similar manner to the Visual Approach in this configuration from the north and the Aircraft X call sign made me think ZZZ arrival. The Aircraft Y departure had to build a little altitude before I could turn him north because the temperature was decreasing the climb rate today. I mistakenly cleared Aircraft X for a Visual Approach to Runway XX and then he corrected me with the "Runway XY" readback. I had planned to go right to Aircraft Y for his turn to the north, but I realized if I didn't correct Aircraft X first, he might turn early towards ZZZ1, so I corrected his heading and altitude first. The lost time, however, resulted in a loss of lateral separation after I turned Aircraft Y to the north.

This resulted as a loss of awareness about my aircraft and what they were doing. If I hadn't made the mistake of clearing Aircraft X to the wrong airport in the first place, the sequence would have worked out with enough time to turn Aircraft Y in a timely manner.

Synopsis
TRACON Controller reported that while working traffic at a combined position during COVID-19 reduced staffing period, they experienced a loss of separation.
**Time / Day**
Date: 202004  
Local Time Of Day: 1801-2400

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

**Environment**
Flight Conditions: VMC

**Aircraft**
Reference: X  
ATC / Advisory.Tower: ZZZZ  
Aircraft Operator: Air Carrier  
Make Model Name: Commercial Fixed Wing  
Crew Size.Number Of Crew: 2  
Operating Under FAR Part: Part 121  
Flight Plan: IFR  
Flight Phase: Takeoff

**Person: 1**
Reference: 1  
Location Of Person.Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function.Flight Crew: Captain  
Function.Flight Crew: Pilot Flying  
Qualification.Flight Crew: Multiengine  
Qualification.Flight Crew: Air Transport Pilot (ATP)  
Qualification.Flight Crew: Instrument  
ASRS Report Number.Accession Number: 1740738  
Human Factors: Other / Unknown  
Human Factors: Distraction  
Human Factors: Fatigue  
Human Factors: SituationalAwareness

**Person: 2**
Reference: 2  
Location Of Person.Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function.Flight Crew: First Officer  
Function.Flight Crew: Pilot Not Flying  
Qualification.Flight Crew: Air Transport Pilot (ATP)  
Qualification.Flight Crew: Instrument  
Qualification.Flight Crew: Multiengine  
ASRS Report Number.Accession Number: 1740739
Human Factors : Distraction
Human Factors : Time Pressure
Human Factors : Situational Awareness

Events
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Took Evasive Action

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

Narrative: 1
During the flight preflight, I missed resetting the flap selector to 10 degrees, as is my normal practice. During taxi out and completing the before takeoff checklist, the challenge question was asked "Flaps 10," and due to expectation bias, and monitoring an aircraft back taxiing on the runway, I saw and confirmed 10 degrees of flaps, instead of the 15 degrees actually dialed in. When Tower cleared us for takeoff I advanced the throttles, and the aircraft horn sounded due to the incorrect flap setting, I pulled the throttles to idle at approximately 5 knots applied brakes, then we reset the flaps to 10 degrees, and after confirming the correct configuration continued the takeoff.

2nd leg of the day, a day after an oceanic crossing, followed by isolating in the hotel. This accompanied by the COVID-19 restrictions caused broken sleep periods. While I felt fine, the fact that I was only getting 3 1/2 to 4 hours of sleep in blocks, coupled with the circadian disruptions did not help.

Better attention to detail.

Narrative: 2
On initial power push for takeoff, received the flap warning horn. The Captain brought throttles back, I reset the flaps to 10 and we continued the takeoff roll. I failed to check the flap setting when we input the numbers and again when I we accomplished the before takeoff checklist. A recheck when I called "Configuration Checked" may have caught it; however the dark most likely would have prevented this from happening. Do not assume and be sure to verify settings called. I failed to do this and allowed myself to get in a hurry.

Synopsis
Air carrier flight crew reported receiving a flap setting warning horn during initial power push for takeoff. The Captain cited lack of sleep as a contributing factor.
During recurrent ground school, multiple pilots in the class had disregarded the updated company policy to wear protective face masks while on duty. Our instructor had stated that they were required, but about 40% of pilots had left their company-supplied masks on the desk rather than wear them. Even during the Chief Pilot's presentation, he had removed his at times in order to facilitate wearing his eyeglasses.

Since the goal is to stop the spread of COVID-19 while possibly being asymptomatic, it is vital to keep the mask on at all times unless you need to ingest water or food. On the second day of class, we were told one pilot, who did a fairly good job of keeping his mask on during the day, had symptoms similar to COVID-19 overnight. This is exactly why everyone should have their masks on while on duty.

Make sure everyone is following company policy. The three pilots sitting behind me did not put their masks on at all during our first day of ground school, which I found to be irritating and a safety risk to everyone else in class and in the building.

**Synopsis**

Air carrier Captain reported that during recurring ground training individuals did not always wear a mask to protect from COVID-19 exposure.
Time / Day
  Date: 202004

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

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

Person
  Reference: 1
  Location Of Person: Company
  Reporter Organization: Air Carrier
  Function.Ground Personnel: Other / Unknown
  ASRS Report Number.Accession Number: 1740686
  Human Factors: Communication Breakdown
  Human Factors: Confusion
  Communication Breakdown.Party1: Ground Personnel
  Communication Breakdown.Party2: Flight Crew

Events
  Anomaly.Deviation - Procedural: Weight And Balance
  Anomaly.Deviation - Procedural: Published Material / Policy
  Detector.Person: Ground Personnel
  When Detected: Pre-flight
  Result.General: None Reported / Taken

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

Narrative: 1
  About 15 minutes before departure flight went nose heavy. I blocked rows 7 and 8 and told the Zone Controller about it. Zone Controller told me he would tell the gate agents to move passengers from 7 and 8. When the flight was finalized it went nose heavy again.
Passengers were physically moved by agents, but not in the computer. The aircraft was showing OUT so I sent my nose heavy message to the Captain telling him to block rows 7 and 8. His reply to me was I moved passengers out of First Class can we go now? I said, Negative, I need to know how many passengers you moved and where did you seat them. By this time about 35 minutes have passed and he is at the end of the runway waiting. So now the agents are working on another report to reflect the correct passenger count. But there count won't be correct because they don't know the Captain moved people out of First Class. After all of this the gate agents re-finalized with a count of XX and YY passengers. Dispatch sends a message to the Captain telling him to move the passengers back to First Class and the new weights are coming. I sent the new weights. Right after I hit the send button the Dispatcher calls and says the Captain isn't moving the passengers back to First Class due to the new COVID seating guidelines. So I invalidated the weights again. I asked the Captain to now send me a report of where everyone was seated. I didn't get a response for a while until he showed airborne. Then he sent me a message stating, "Too many distractions and threats. We are airborne." So now we have a flight in the air without correct weights.

**Synopsis**

Ground employee reported a flight departed with incorrect weight and balance numbers. Reporter cited COVID-19 guidelines and social distancing issues as contributing to the event.
**ACN: 1740684 (109 of 196)**

**Time / Day**

Date: 202004

**Place**

Locale Reference. ATC Facility: ZZZ. ARTCC  
State Reference: US  
Altitude. MSL. Single Value: 40000

**Environment**

Flight Conditions: VMC

**Aircraft**

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

**Person**

Reference: 1  
Location Of Person. Aircraft: X  
Location In Aircraft: Flight Deck  
Reporter Organization: Air Carrier  
Function. Flight Crew: Pilot Not Flying  
Function. Flight Crew: Captain  
Qualification. Flight Crew: Instrument  
Qualification. Flight Crew: Air Transport Pilot (ATP)  
ASRS Report Number. Accession Number: 1740684

**Events**

Anomaly. Flight Deck / Cabin / Aircraft Event: Illness  
Anomaly. Deviation - Procedural: Published Material / Policy  
Detector. Person: Dispatch  
When Detected: In-flight  
Result. General: None Reported / Taken

**Assessments**

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

**Narrative: 1**
After departure, company informed us a family member of Passenger X had received a positive test result for COVID-19. Passenger was isolated, questioned and denied any knowledge of the test or its results. Flight Attendant took all Medlink instructions to task. We were told CDC would meet us in ZZZ, all to remain on board until released by them. We left cockpit closed until released by CDC. Have no information on outcome.

**Synopsis**

Air carrier Captain reported being advised after departure that a passenger's family member had been exposed to COVID-19. The crew followed proper CDC protocol at destination.
ACN: 1740683 (110 of 196)

Time / Day
Date: 202004

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1740683

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
When Detected: Pre-flight
Result.General: None Reported / Taken

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

Narrative: 1
Aircraft was not provisioned with Personal Protective Equipment (PPE) to clean cockpit (the bag with masks, gloves, cleaning wipes). This flight should have been provisioned for the round trip. Not sure where the cleaning provisions went, but clearly thorough provisioning is not working. Fortunately I had a few wipes I had brought from home.

Synopsis
Air carrier First Officer reported no Personal Protective Equipment (PPE) or sanitizing equipment were provided for a round trip flight.
ACN: 1740640 (111 of 196)

Time / Day
Date: 202004

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function: Flight Attendant: Off Duty
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1740640

Events
Anomaly: Deviation - Procedural: Published Material / Policy
Detector: Person: Flight Attendant
Result: General: None Reported / Taken

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

Narrative: 1
New jumpseat relocation has a negative when it comes to safety and security concerns. Compromising our ability to communicate in an emergency and security situation by being away from the interphone and private conversations that occur on the jumpseat cause issues and does nothing to promote social distancing because we still work together and there is no way to avoid that aspect on the airplane.

What's [the] purpose when you have to sit next to people and the whole row is not blocked anyways. It doesn't change anything and I am concerned this is throwing safety out the window. Safety demo and oxygen and life vest should be demonstrated regardless. In addition, we need to address oxygen masks with personal masks on their faces. This needs to be addressed immediately.

Synopsis
Flight Attendant reported concerns about safety and security issues relating to new COVID-19 jumpseat arrangements and social distancing guidelines.
Purser brought a passenger along on her trip during the Coronavirus outbreak. She stated they are traveling together all month long during her work trips. She is potentially exposing other crew members with an extra person during this time. He joined us on a shuttle. Didn’t wear a mask. Poor decision as a safety professional.
ACN: 1740550

Time / Day
Date: 202004

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

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

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Captain
Qualification. Flight Crew: Air Transport Pilot (ATP)
Qualification. Flight Crew: Instrument
Qualification. Flight Crew: Multiengine
ASRS Report Number. Accession Number: 1740550

Events
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Flight Crew
When Detected: Pre-flight
Result. General: None Reported / Taken

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

Narrative: 1
Contrary to guidelines pertaining to cargo operations, no Lysol wipes or other virus killing cleaning wipes were provide to flight crew operating out of ZZZZ to help reduce spread of COVID-19. Sani Com wipes only provided.

Synopsis
Air carrier Captain reported no sanitation equipment was available for use while at a foreign destination during the COVID-19 pandemic.
Time / Day
Date: 202004
Local Time Of Day: 1801-2400

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Angle.Radial: 300
Relative Position.Distance.Nautical Miles: 4
Altitude.MSL.Single Value: 2600

Environment
Light: Night

Aircraft
Reference: X
ATC / Advisory.TRACON: ZZZ
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Initial Approach
Route In Use: Direct
Airspace.Class B: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Private
ASRS Report Number.Accession Number: 1740533
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

Events
Anomaly.Airspace Violation: All Types
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: FAR
Detector.Person: Air Traffic Control
When Detected: In-flight
Result.Flight Crew: FLC complied w / Automation / Advisory
Result.Air Traffic Control: Issued Advisory / Alert
Assessments

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

Narrative: 1

While on a currency flight about 25 miles NW of ZZZ I called ZZZ Approach to ask if they had the time with the COVID-19 slowdown at ZZZ to allow a low approach. Approach cleared me direct ZZZ from my location, but asked me to divert west of the field to allow for landing IFR traffic. I complied, but shortly thereafter the Controller asked me to stay below the Bravo class airspace. I assumed since he directed me "direct to ZZZ, set up for [Runway] XXR" I was cleared to enter Bravo. Upon his request I immediately descended below class Bravo and was cleared for the option after being handed to Tower. No further discussion of Bravo took place.

Synopsis

GA pilot had a Class B airspace incursion after assuming they were cleared through the airspace by ATC.
Time / Day
Date: 202004
Local Time Of Day: 1201-1800

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Angle.Radial: 050
Relative Position.Distance.Nautical Miles: 8

Environment
Flight Conditions: VMC
Light: Daylight
Ceiling: CLR

Aircraft: 1
Reference: X
ATC / Advisory.UNICOM: ZZZ
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Training
Flight Phase: Cruise
Route In Use: Direct
Airspace.Class E: ZZZ

Aircraft: 2
Reference: Y
Aircraft Operator: FBO
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Training
Flight Phase: Cruise
Airspace.Class E: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Reporter Organization: Personal
Function.Flight Crew: Pilot Flying
Function.Flight Crew: Single Pilot
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Commercial
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1740532
Narrative: 1

The objective for this particular flight was recurrent formation training for me, with the assistance of the pilot of a second aircraft (an occasional training partner, based at another nearby airport). Per our telephonic briefing on the ground, we agreed that we would rendezvous in a particular location and that he would fly lead and I would join off his wing there. We further agreed on a time, altitude, frequency and call signs.

As I approached the practice area I observed at my 12 o'clock position at approximately 3,500 MSL an [Aircraft Y type] heading in the same direction -- i.e. to the center of the practice area.

On the air-to-air frequency, I then made my first call to check in and to ask the flight lead if he was in position. He responded that he was approaching the practice area. I told him I thought I had him in sight.

He then asked me my position, and I said I was at his 6 o'clock, several miles in trail. I told him he could maintain his heading and I would close from the rear.

As I approached the [Aircraft Y type] in front of me, I suggested over the air-to-air frequency that my training partner make a shallow turn to help me close, and he acknowledged. A moment later, the [Aircraft Y type] in front of me began a gentle turn to the left.

Once I was established in the turn and began to close, my partner asked for my current position; I indicated that I was moving from trail to his right wing. During this time I moved into a loose fingertip off the lead aircraft. About this time my partner asked again for my position and said he could not see me. I replied that I was off his right wing, and thought for a moment that possibly I was partly blocked by the window/door framing. To help with his field of view, I moved slightly forward to a more visible bearing line, and then
radioed to ask if he had a clear visual. He responded that he still did not, and at that point it suddenly occurred to me that I might be flying formation off the wrong aircraft. Over the air-to-air frequency I read the N number of the [Aircraft Y type] in view, and asked if that was my training partner's aircraft (we had been using call signs, so I had not had any prior occasion to reference his N number). He replied that he was flying a different aircraft, and the mistaken identity suddenly was clear to us both.

At the point, I broke off formation with the [Aircraft Y type], and switched back to tower (whose airspace was fairly close -- some ~8NM away -- to explain the mistaken identity and to ask if he was talking with the other [Aircraft Y type]. The tower controller indicated that he was not talking with that aircraft but said he would relay the message if the [Aircraft Y type] should check in.

That was the end of the mistaken/unsafe condition and the rest of the flight proceeded normally.

Contributing factors to this confusion included:

1) The remarkable coincidence that the mistaken [Aircraft Y type] was in exactly the right place at the right time and the right altitude, and that it subsequently began a turn exactly when I requested my flight lead to do so
2) My failure to ask my training partner to utilize TCAS/ADS-B to firmly establish me on his PFD prior to my moving in on what I thought was the flight lead
3) My electing to join from a trail position, which denied my flight lead a chance at a visual until later in the process
4) My expectation bias that, because of Corona, there would be few if any other aircraft and that this must have been my training partner (as it happens, the mistaken [Aircraft Y type] and the intended [Aircraft Y type] were the only two aircraft I saw or heard in the sky all day).

Synopsis

GA pilot reported flying formation with the wrong aircraft. Reporter cited a number of contributing factors that led to this confusion.
Time / Day
Date: 202004
Local Time Of Day: 0601-1200

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Angle.Radial: 000
Relative Position.Distance.Nautical Miles: 4
Altitude.MSL.Single Value: 2000

Environment
Flight Conditions: VMC
Weather Elements / Visibility.Visibility: 10
Light: Daylight

Aircraft
Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: None
Mission: Personal
Flight Phase: Cruise
Route In Use: Direct

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Single Pilot
Function.Flight Crew: Pilot Flying
ASRS Report Number.Accession Number: 1740524
Human Factors: Distraction

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: FAR
Detector.Person: Flight Crew
When Detected.Other
Result.General: None Reported / Taken

Assessments
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Narrative: 1

Due to COVID-19 I had not been home in over a month. I work in ZZZ but live in a different state. I’m at risk at work so did not come home. Finally got a long stretch of days off and needed to fly my airplane. I had not seen my family for a long time. With no body flying I thought it would be a good chance be able to fly over there house. So I told them I was flying over if I could. ZZZ1 said they had a 40 minute gap with no traffic and I could fly over. I found their house and they were out side. After that we flew to another city.

After we got back I got thinking about the flight and I realized I had probably exceeded the normal bank angle and I was not in a rural area. I did my normal planning but had not really thought about what it entailed once I got there. My ADM [Aeronautical Decision Making] was lacking in my preflight planning. I thought about the flight but not what was going to happen when I got there. Thought we will wave take a picture and leave. But there was more to it than that. I needed to think about the process once we got there other than we will just wave and take a picture. Just poor planning for that part of the flight.

Synopsis

GA pilot reported a flight over homes may have been too low.
Myself and partner were assigned to work Aircraft X that arrived with 2 open log pages that concerned me and my partner about our safety and health at risk. My partner was assured that the aircraft was going to be deep cleaned. We were assigned to do a tire change and 1 svc and had to enter the flight deck to do work. As I entered the aircraft I spoke to the lead cleaner and had asked if they were concerned about what happened. To my surprise they were not aware of the COVID-19 contamination and sick pilots in the flight deck and I also asked if there was a special cleaning group to sterilize the flight deck. I think that the cleaners were the only ones that did their regular cleaning job and were not informed of what happened. I was really surprised that there is not an organized process for this type of situation. I thought that entering this type of contaminated aircraft would be really strict.
Synopsis

Technician reported an aircraft was supposed to be deep cleaned after possible COVID-19 contamination, but when cleaners where questioned they had not been advised to deep clean the aircraft.
ACN: 1740471 (118 of 196)

**Time / Day**
Date: 202004

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

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

**Person : 1**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1740471
Human Factors: Other / Unknown

**Person : 2**
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Experience.Flight Crew.Total: 20349
Experience.Flight Crew.Last 90 Days: 234.88
Experience.Flight Crew.Type: 3164.56
ASRS Report Number.Accession Number: 1740474
Human Factors: Other / Unknown

**Events**
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Other Person
Assessments
Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1
Received ACARS message asking us to remain in cockpit until jetway operator leaves jetway. When we got off the airplane met by Chief Pilot and other personnel and we were told that we were exposed to another crew member that tested positive in ZZZ1. We were released from duty for 14 days and self monitored.

Narrative: 2
Upon landing in ZZZ from a flight from a layover in ZZZ1, our crew was met by Chief pilot of ZZZ and the local ZZZ CDC in the jetway. We were informed our crew had been exposed from another ZZZ2 pilot (who was there on another flight) had ate breakfast that morning with Captain, who was on my flight. He later told me social distancing had been applied, but they ate at the same table about 5-6 feet apart. I guess my exposure should had been 3rd hand thru Captain. We were taken off the flying schedule for 14 days to self monitor. I took it upon myself after 6 days at home isolation to get a COVID-19 test which turned out negative. I have subsequently returned to work and never had any symptoms whatsoever! I’m submitting this report on behalf of company pilots to make sure the flight deck is disinfected after an event such as the one we were made aware of for the safety of our down line pilots entering a cockpit.

Synopsis
Air carrier flight crew reported being exposed to COVID-19 from another pilot and having to self quarantine after notification.
**ACN: 1740411** (119 of 196)

**Time / Day**
- Date: 202004
- Local Time Of Day: 0601-1200

**Place**
- Locale Reference. Airport: ZZZ.Airport
- State Reference: US
- Relative Position. Distance. Nautical Miles: 25
- Altitude. MSL. Single Value: 12000

**Environment**
- Flight Conditions: VMC
- Weather Elements / Visibility. Visibility: 30
- Light: Daylight
- Ceiling. Single Value: 25000

**Aircraft**
- Reference: X
- ATC / Advisory. Center: ZZZ
- Aircraft Operator: Personal
- Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
- Crew Size. Number Of Crew: 2
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Flight Phase: Climb
- Route In Use: Direct
- Airspace. Class E: ZZZ

**Person**
- Reference: 1
- Location Of Person. Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Personal
- Function. Flight Crew: Pilot Flying
- Qualification. Flight Crew: Instrument
- Qualification. Flight Crew: Air Transport Pilot (ATP)
- Qualification. Flight Crew: Multiengine
- Experience. Flight Crew. Total: 7500
- Experience. Flight Crew. Last 90 Days: 30
- Experience. Flight Crew. Type: 700
- ASRS Report Number. Accession Number: 1740411
- Human Factors: Situational Awareness
- Human Factors: Distraction

**Events**
- Anomaly. Deviation - Track / Heading: All Types
- Anomaly. Deviation - Procedural: Clearance
- Detector. Person: Air Traffic Control
When Detected: In-flight
Result. Flight Crew: Returned To Clearance
Result. Air Traffic Control: Issued New Clearance

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

Narrative: 1

We were being vectored during the climb with a couple of different assigned headings. We were advised by ATC that we would be cleared to our destination in approximately 5 minutes. We were then cleared to our destination. I entered a direct in the GPS and selected NAV Mode. We turned towards our destination, but were not going direct to it. The Controller asked us if we were going direct to our destination right after we discovered we were not. We were already in a turn to the left heading direct to the destination. There were no conflicts or other aircraft that showed up on our TCAS.

The problem arose as my normal co-pilot was out sick in quarantine for potential Coronavirus and I had an inexperienced co-pilot. In addition to flying the aircraft, I was monitoring the new co-pilot as he was unsure of himself in this aircraft. We completed a 20 degree turn, so we were flying direct to our destination. The co-pilot's inexperience contributed to this event. Also contributing to the event was a 125 knot crosswind that made the track less intuitive.

Synopsis
Pilot reported experiencing a track/heading deviation. Pilot stated the deviation occurred in part due to flying with an inexperienced co-pilot.
Events
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Maintenance
Result.General : None Reported / Taken

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

Narrative: 1
Employees in Terminal X are not being issued PPE, specifically masks, to avoid contracting the COVID-19 virus, from management. The tool rooms where gloves and other PPE products are stored have informed me that management will be handing out the N-95 or equivalent masks to maintain accountability and/or to prevent employees from "hoarding supplies."

Synopsis
Technician reported that employees are not being issued PPE, especially masks, which are needed to avoid contracting the COVID-19 virus.
ACN: 1740401

Time / Day
Date: 202004
Local Time Of Day: 1201-1800

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1740401

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Passenger
When Detected: In-flight
Result.General: None Reported / Taken

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

Narrative: 1
Passenger was complaining and wanted passenger deadheading pilot in Seat XX to put on mask since he was coughing and sneezing! FA asked deadheading pilot to put mask on as requested from Passenger in Seat XC. We had not noticed any unusual alerting signs. Heard him cough two times throughout the entire flight! Passenger and deadheading pilot had a conversation exchange once passenger approached him. It ended up to passenger
moving seats as once he said she is welcome to move if she isn't comfortable sitting there. Pilot came out to talk to passenger and deadheading pilot. Passenger moved to exit row!

Synopsis

Flight Attendant reported a passenger complained about a deadheading pilot who was coughing and requested deadheading pilot put on a mask. Passenger ended up moving to a different seat.
**ACN: 1740396** (122 of 196)

**Time / Day**
Date: 202004

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

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

**Person**
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1740396
Human Factors: Situational Awareness
Human Factors: Time Pressure
Human Factors: Communication Breakdown
Communication Breakdown. Party 1: Flight Attendant
Communication Breakdown. Party 2: Ground Personnel

**Events**
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Flight Attendant
When Detected: Pre-flight
Result. General: None Reported / Taken

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

**Narrative: 1**
I was the X Flight Attendant on flight from ZZZ to ZZZ1. With only 2 passengers the operations Agent came down to ask if we were ready to board. I said no we don't need to board 30 minutes early with only 2 people. Agent was pressured by management to still board at the normal time of 30 minutes prior to departure time. Again I explained that we do not need to board this early. I even told the Agent that I had not confirmed that the safety checks were done yet and started walking to the back of the aircraft. Agent asked "How long is that going to take?" To which I replied "I don't know maybe 10 minutes." Even though I had not indeed confirmed the safety checks had been performed, I honestly was trying to hold Agent up from boarding with this as a stall tactic. As I walked towards the back Agent yelled out "Are you guys ready?" to the flight attendants in the back to bypass me. I can only assume Agent was actually feeling pressured to board this early when anybody clearly knows that boarding 2 people will take at most 5 minutes. I believe with the current pandemic going on we could better limit ourselves to exposure by relaxing our boarding times. It is in our best interest to board people as late as possible right now. As the X Flight Attendant I am required to stand in the front of the aircraft for boarding and this forces me to be in close proximity to somebody that sits in the front. And upon boarding, the one passenger did take the first available seat to him which was row X. Had this person been disabled and required the first row seats I am required to let that individual sit there and expose me to them as well as expose them to me. Even more so than I was with the gentleman on my flight. The longer people are on these planes the more chance there is for them to contaminate the planes or us and vice versa.

There needs to be less on time performance pressure from the company. We should be allowed to choose a boarding position that we feel is safe and appropriate.

**Synopsis**

Flight Attendant reported concerns with being pressured to board early with only a few passengers. Flight Attendant stated it would be best to avoid boarding unnecessarily early to minimize the time of possibly being exposed to COVID-19.
ACN: 1740373

Time / Day
Date: 202004
Local Time Of Day: 0001-0600

Place
Locale Reference. ATC Facility: ZZZ.TRACON
State Reference: US
Altitude. MSL. Single Value: 11000

Environment
Light: Night

Aircraft
Reference: X
ATC / Advisory. TRACON: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size. Number Of Crew: 2
Flight Plan: IFR
Flight Phase: Descent
Airspace. Class E: ZZZ

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Function. Flight Crew: Pilot Flying
Function. Flight Crew: First Officer
Qualification. Flight Crew: Multiengine
Qualification. Flight Crew: Instrument
Qualification. Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number. Accession Number: 1740373
Human Factors: Distraction

Events
Anomaly. Deviation - Altitude: Excursion From Assigned Altitude
Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: Clearance
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Returned To Clearance

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

Narrative: 1
During our flight from ZZZ1-ZZZ we were cleared to descend via the ZZZZZ Arrival into ZZZ1. Due to the Coronavirus there was a logistical situation developing at our destination that ultimately resulted in our being stuck at the destination without transportation, and me and the Captain were actively engaged in conversation trying to solve that issue. The bottom of the descent on the ZZZZZ Arrival is 11,000 feet. The aircraft had leveled at 11,000 feet and then a short while later I noticed the vertical path indicator descending indicating we were passing through the descent point for the proper descent path. Due to being focused on the conversation at hand, I was confused as to the state of the aircraft on the arrival. I had lost situational awareness to the fact the aircraft had already leveled at the bottom of the arrival and assumed we still had more altitude to lose. I questioned the situation asking the PM what the deal was and why we were not descending. The PM was trying to determine the issue and at that point I initiated a descent. Almost immediately we both realized that the aircraft had been level at the correct and final altitude on the arrival and I immediately initiated a climb back to 11,000 feet, which was our clearance limit. Unfortunately, we had descended to 10,500 feet during the process.

After the fact we realized that the issue happened because the PM had put a crossing altitude at the airport for planning purposes and that was generating the vertical guidance that caught my attention and caused me to get confused. We had not discussed the altitude put in at the airport yet due to the discussion pertaining to the logistics developing at the destination. The issue was completely my fault. I should not have initiated a descent without first confirming the state of the aircraft on the arrival. In the attempt to keep from getting high, I caused us to actually get too low. This is also a good reminder to deal with ground issues on the ground or in downtime during cruise, and not during the arrival or later phases of flight. We were not in sterile cockpit but it was not the right time to be dealing with the logistic problems, at least not the PF!

Going forward, Coronavirus or not, I have to focus on the appropriate phase of flight and not get distracted by issues on the ground while in critical phases of flight, like the arrival.

**Synopsis**

Corporate First Officer reported descending prior to a crossing restriction during arrival. First Officer referenced being distracted talking about COVID-19 related logistical issues that may have contributed to the event.
Narrative: 1

2 cleaners came on to service the aircraft in ZZZ. I saw them take trash from the first class pocket and set in into the seat even though they had trash bags. They were doing other things which I hadn't paid much attention to, but as one of the cleaners came to change the first class side trash I told her to not worry about it because I didn't really use it. She said she thought there appeared to be trash in it. I said it was fine. She said "Really." I felt now pressured, so said ok, if you want to do it. I preferred they were not touching everything if I hadn't actually used anything after I had sanitized it. The other
cleaner comes into the galley and they are talking and I'm near row 1. I realize my coffee cup is up in the cubbie/sink area and want to remove it while they are up there cleaning. I say excuse me and reach past the man and grab my cup on the counter. She has a trash bag in her hand. I take a drink. It is not my coffee but a cup, trash that the cleaners had set there to dispose of as they were doing the trash. I immediately spit the tea into the front lav. Tried to sani-wipe my mouth. And gargle with water but all of this is clearly futile. I know no passengers set it there. I stood in the galley until everyone deplaned. I asked the pilots. I know this is new for the airline and these cleaners. However, to even drink from a strangers cup on a non-flu, non-Coronavirus season would in itself be disgusting. An error for a cleaner to not immediately take trash and immediately put it into the trash bag in their hands. Not onto clean seats or sanitized counters. The cleaner never stopped me to say "Stop, wait, that's trash." She kept chatting to her coworker. This was a very bad error.

**Synopsis**

Flight Attendant reported thinking she was drinking out of her own cup and realized cleaners had put a different used cup in place, and was concerned about possible COVID-19 exposure.
Narrative: 1

A company employee continued to come to work knowing a member of his family had tested positive for the COVID-19 or Coronavirus. By doing so has put the health and safety of employees at risk. I am also informed upper management had information on this. This was reckless and far from safe.

Synopsis

Ground employee reported a person came to work after a family member had allegedly tested positive for COVID-19.
## Time / Day
Date: 202004
Local Time Of Day: 1801-2400

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

## Environment
Flight Conditions: IMC
Weather Elements / Visibility: Rain

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

## Person: 1
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function: Flight Crew: First Officer
Function: Flight Crew: Pilot Not Flying
Qualification: Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number: Accession Number: 1740283
Human Factors: Fatigue

## Person: 2
Reference: 2
Location Of Person: Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function: Flight Crew: Captain
Qualification: Flight Crew: Air Transport Pilot (ATP)
Qualification: Flight Crew: Instrument
Qualification: Flight Crew: Multiengine
ASRS Report Number: Accession Number: 1740472
Human Factors: Fatigue

## Events
Anomaly: No Specific Anomaly Occurred: All Types
Result: General: Work Refused
Assessments
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Weather
Contributing Factors / Situations : Company Policy
Primary Problem : Procedure

Narrative: 1
Initial pairing was brought to my attention the night prior. After reviewing the assignment and forecast winter weather for the following day, an earlier commute was needed to deal with icing conditions. Having left my residence at XA00 for an XD00 hours show, I encountered winter weather driving condition along with a longer commute. Arriving at ZZZ by XD00 hours I noticed the first delay with the flight being pushed until XF00 hours. The Captain and I boarded the aircraft a little after XG00 hours. While entering the forward galley we observed a pool of liquid coming out of the right oven. Maintenance and catering were both notified and a fix was attempted. At approximately XH00 hours maintenance began a series of unusual activity. Running both engines at the gate as well as removing equipment from the cabin. This was our first indication that the aircraft was not ready for ferry. During this time we were in communication with dispatch and Maintenance Control trying to secure a Maintenance Ferry Document.
At approximately XI:40 we were advised the departure was being pushed until XN:30 hours for deep cleaning. The Captain and I walked over to the hotel for lunch and received a room at approximately XJ00 hours. Agreeing to meet in the lobby at XL:30 hours for our new departure, a nap was not taken as we continued to try and track down hotel accommodations for later that night, get information for a point of contact in ZZZ1 and confirm transportation for travel to ZZZ2.
At XL:45 hours we were advised of a new departure time of XO:30 as the plane was still not ready for ferry, due to maintenance sign off and Ferry Documentation.
By XO:45 the Captain was at his decision point as a disagreement between Dispatch and Maintenance Control had developed preventing the Ferry Documentation being provided for a legal departure. At approximately XP00 hours I reviewed my own fitness and determined I was still at least 2 hours from departure and dealing with winter weather and maintenance. I felt I would not be able to get suitable sleep until approximately XV00 hours and this was pushing the limits to my own fitness in dealing with the threats of flying late at night, icing/weather challenges and the threat of fearing and aircraft vs. normal line operations. It was then that I decided a fatigue call would be the safest course of action.

Narrative: 2
Everyone is stressed out by the Coronavirus Crisis. The Maintenance Controller was working from home and might not have been able to generate a maintenance ferry document from home. He finally generated one. The aircraft had been parked for over 3 weeks, probably without adequate prep for that length of time which probably caused the leaks under the ovens. ZZZ Maintenance is overworked and understaffed to properly prepare multiple aircraft (that had been parked for weeks) at short notice and with new aircraft disinfecting processes just established. Unfortunately, I won't let ZZZ Maintenance, Maintenance, Dispatch and the Operations Manager make decisions that result in an unsafe flight or an unsafe operation, especially when I've been up for over 14 hours and I've got another 4 hours to go and fly into my Window of Circadian Low (WOCL). The aircraft was successfully flown with that maintenance ferry document from ZZZ to ZZZ1 the next morning.
Synopsis

Air carrier flight crew reported many delays encountered to get a flight going that eventually departed the next day.
Thank you for all the work you're undoubtedly doing these days. A concern, which probably has been brought up, but I hope our safety guys are working on it actively. Well, two concerns, related.

1 - Masks. Judging from my last trip, most pilots and FAs are not wearing masks at all. I know that the official guidance has shifted, but it really seems that our Company could do a better job of promoting the idea that wearing masks isn't to protect yourself as much as it is to protect others, in case you're infected and don't know it. Unless we get better and clearer guidance and expectations, I don't expect pilots to all of the sudden decide it is time to wear masks. It goes against a lot of deeply ingrained western norms.

It seems that many have the idea that if you can't get 100% protection, why bother. We're in the cockpit so who cares about on the van or in the airport. I think this is exactly wrong, apparently the "viral load" is important and anything that reduces your "initial dose" could lessen the severity of any subsequent illness. Apparently this is one reason they suspect that lots of healthy/young doctors/nurses are getting pretty bad cases, because they have so much exposure. Which brings me to the related concern?

2 - Cockpit social distancing. It is obviously impossible to properly social distance while flying with another pilot in the cockpit. The problem [is], the furthest away we can possibly get is 2 feet. That's an issue, I'm not aware of any other work environment that is so close and wearing a mask is currently prohibited. We need Company and Union and
FAA Safety all to push and approve masks in the cockpit. Presumably someone could run a pretty quick experiment in a high altitude pressure chamber where they test various masks versus blood oxygenation using pulse oximeters. I’m pretty certain that surgical type masks wouldn’t present a problem, the N95s or homemade ones might as they could interfere with the seal, but a surgical mask seems benign on that count.

Anyway, if Company and the FAA for that matter, really intend to keep the airlines flying, then they need to relax this mask in the cockpit rule and explicitly approve it. We can’t maintain 6 feet and most of us aren’t wearing a mask. So a Pilot who wears one is protecting the guy he’s flying with, but if his Co-Pilot isn’t wearing one, it sort of defeats the purpose.

Synopsis

Air carrier pilot reported concerns with the inability to maintain proper social distancing in the cockpit during the COVID-19 pandemic. Reporter suggested guidelines should allow for pilots to wear surgical masks in the cockpit during this time to minimize COVID-19 exposure.
ACN: 1740252 (128 of 196)

**Time / Day**
- Date: 202004
- Local Time Of Day: 1201-1800

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

**Environment**
- Flight Conditions: VMC
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory.Ground: ZZZ
- Aircraft Operator: Personal
- Make Model Name: Small Aircraft, Low Wing, 1 Eng, Retractable Gear
- Crew Size.Number Of Crew: 1
- Operating Under FAR Part: Part 91
- Flight Plan: None
- Mission: Personal
- Flight Phase: Taxi

**Component**
- Aircraft Component: Communication Systems
- Aircraft Reference: X
- Problem: Malfunctioning

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Personal
- Function.Flight Crew: Pilot Flying
- Function.Flight Crew: Single Pilot
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Private
- ASRS Report Number.Accession Number: 1740252
- Human Factors: Situational Awareness
- Human Factors: Confusion
- Human Factors: Distraction
- Human Factors: Other / Unknown

**Events**
- Anomaly.Aircraft Equipment Problem: Less Severe
- Anomaly.Deviation - Procedural: Clearance
- Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly: Ground Incursion : Taxiway
Detector: Person : Air Traffic Control
When Detected : Taxi
Result: Flight Crew : Returned To Clearance
Result: Air Traffic Control : Provided Assistance
Result: Air Traffic Control : Issued New Clearance

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

Narrative: 1
Taxied to incorrect runway while dealing with poor radio quality. Went to ZZZ to update databases in newly installed avionics and after recent completed annual. Had no intentions of flying and only slightly considered starting the engine to see that the engine monitor was working. Didn't want to go flying because: The winds were gusty, above my personal minimums. [The] new avionics were going to be a distraction as a single pilot. Didn't want to involve instructor to abide to social distancing. Recent flight time was low: have only had 1 hour of solo time in my aircraft. No hours in [a month] for avionics repair and annual. [I] had comms trouble before with a malfunctioning secondary EDM (Engine Data Management) - considered that perhaps comms interference was caused by bad EDM.

A young passenger was with me and was a distraction. Pulled the plane out of the hanger to get GPS signal. I wanted to also check if fuel flow information was being reported from the EDM to the IFD (Integrated Flight Deck) - that meant I needed to start the engine. So, on a whim decided that it would be good to run the airplane for a while and taxi around to break in new brakes and verify things are ok after the annual.

And so it began -- I called Ground on comm 1 and told my intentions to taxi up X, down Y, and then back up X to park again. In my head I expected to head east up X, cross [Runway] XY. Then down Y, cross [Runway] XY, then back up X. I did not hear a response on comm 1. I called for a radio check 2 more times on comm 1. After barely hearing a response on comm 1 decided to try comm 2 - my head now boiling with frustration over the newly installed malfunctioning radio.

I called Ground on comm 2 and was able to get a clearance. I wrote down and repeated the clearance... Taxi to Runway XY, via X, hold short X1. Note that this is opposite my expectations. Not realizing it, and grumbling about the radio failures, I proceeded east towards Runway XY. This is the pilot deviation. I did not hear a call that was made that I was heading the wrong way, and an offer to either turn around, or cross. I heard another call that sounded like further taxi instructions, but I didn't understand what was being said, except that I should use X6. I turned onto X6 and stopped at the hold short line as I wasn't sure I was cleared to cross. The Controller listed out some instructions, which I miss heard and asked that I would take it one step at a time. Next clearance I understood enough to cross the Runway to Y6 down Y. There was more, but I just repeated that part I understood that got me down Y.

When I got down to the run-up area on Y, near Y6, I stopped and called for further clearance to cross. I heard no responses. After listening to the recording at home, I heard the further clearance prior to my arrival to the run-up area, but actually did not hear
responses to my calls. I made several calls, both on comm 1 and comm 2. At this point a little panic set in. How the heck was I going to get back across the runway without comms. OK lost comms procedures; in the slight panic/frustration, did not even think about a checklist...I proceeded to squawk 7700; thinking I was squawking the lost comms code.

I eventually got a hold of him on the Tower frequency. I was cleared across and back to the hangar area. I made a few more radio checks on the way back, and things were still iffy - but I was done at this point. No one asked me to, but after putting the plane back in the hangar, I got the phone number to the Tower from the FBO. I called, to hear what they thought happened, but the crew had changed out while I was hangaring the plane. The current Controller said no big deal was made of it.

It wasn't until I got home, where I re-read my clearance notes that I realized I had taxied the wrong way.

Contributing problems [included] a lack of currency/experience. Radio problems caused frustration and distractions. Stress. Dismissive: this will just be a simple taxi - I'm not flying.

Corrective actions [would include to] consider that taxing can be just as complicated as being airborne. IMSAFE applies to both on the ground or airborne.

I - illness, nope.
M - meds are good.
S - Stress - oh yeah I'm stressed. COVID shutdown, kids at home, work from home, couldn't fly for months because of bad avionics install. This is why I wasn't going to "fly."
A - alcohol - zip.
F - fatigue, well rested.
E - emotions - did I mention stress; also dismissed that taxing could be just as challenging as flying.

Review lost comms procedures. I'm printing a label for the squawk codes to stick on my transponder. Pretty sure I don't remember the Tower light signals, either. I called my instructor for ideas and he also suggested that I could have used my cell phone to call the Tower (even though, at the time I didn't have the number.) Really listen to clearances. They may not be what you are expecting. Before rolling, physically point to the direction of clearance, and verify with some outside evidence that it is the correct direction.

**Synopsis**

GA pilot reported experiencing a taxiway incursion citing multiple distractions and other human factors as contributing to the event.
ACN: 1740241

Time / Day
Date: 202004

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

Component
Aircraft Component: Oxygen System/Pax
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Function: Flight Attendant: Flight Attendant (On Duty)
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1740241
Human Factors: Situational Awareness

Events
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Flight Crew
Result. General: None Reported / Taken

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

Narrative: 1
Concerns regarding the use of onboard passenger oxygen masks in the event of a decompression. Due to high use of personal face shields, I have concerns its use during a decompression will not provide adequate or appropriate oxygen levels to the passenger or crew using it. The only way this is resolved is to not wear the mask. There should be directions provided that in this situation, personal mask shields need to be removed. It will also be a concern regarding the time it will take in a high altitude situation. Regardless this should be addressed as a potential critical situation.

Synopsis
Flight Attendant reported concerns with passenger use of masks during the COVID-19 pandemic and the lack of instructions to remove them in order use the oxygen masks in case of a rapid decompression.
ACN: 1740238  (130 of 196)

Time / Day
Date: 202004

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

Environment
Light: Daylight

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

Person
Reference: 1
Location Of Person: Gate / Ramp / Line
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1740238
Human Factors: Other / Unknown

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Other Person
When Detected: Pre-flight
Result.General: None Reported / Taken

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

Narrative: 1
I was informed that a passenger in the gate area was refusing to cover his/her coughs in the gate area and were making people in the gate area uncomfortable due to the COVID-19 pandemic, and the non compliance with being asked to cover the coughs. A Supervisor was called and spoke with the passenger. [We were asked] if we were comfortable with the passenger flying and from the information [they] told to us, we were not.

I believe during the COVID-19 pandemic that passengers should be screened before boarding and if people are believed to be sick they should be denied boarding to prevent spreading the illness.

Synopsis
Flight Attendant reported a passenger was coughing in the gate area making the crew and other passengers uncomfortable due to the COVID-19 pandemic.
**ACN: 1740213** (131 of 196)

**Time / Day**
- Date: 202004
- Local Time Of Day: 1801-2400

**Place**
- Locale Reference: Airport: ZZZ_Airport
- State Reference: US
- Altitude.AGL.Single Value: 0

**Environment**
- Flight Conditions: VMC

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Flight Phase: Taxi
- Airspace.Class D: ZZZ

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Function.Flight Crew: Pilot Flying
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Accession Number: 1740213
- Human Factors: Situational Awareness
- Human Factors: Other / Unknown
- Human Factors: Distraction

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: Clearance
- Anomaly.Ground Incursion: Taxiway
- Detector.Person: Air Traffic Control
- When Detected: Taxi
- Result.Flight Crew: Returned To Clearance
- Result.Air Traffic Control: Provided Assistance

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

Narrative: 1

Missed direction on company page to contact Ground for pushback. Due to similar ramp appearance to many other company-owned, uncontrolled, small, remote ramps, pushed back onto the adjacent taxiway without asking Ground. When taxi clearance was requested, Ground Control mentioned that what we thought was an uncontrolled part of the ramp, was actually a taxiway. They said there was no conflict, but to note it in the future. Apologized and continued.

I believe that several factors added to the cause: Similarity to many other small ramps, my unfamiliarity with this particular airport, and, truthfully, the disruption in my normal flows and habit patterns due to the change in operations during the Coronavirus pandemic. I normally don't use my iPad for things like checking in or reading and signing the flight planning requirements. I previously exclusively relied on printed paper flight planning requirements because of the ease, accuracy, and speed of access and unmatched ability to understand the entire plan when referencing them. I also have found it faster to exclusively use the touchpad in the airplane for all in-flight info, and consider taking out and attaching the iPad to be superfluous, time-consuming, and limits visibility. During COVID Operations, I have been trying to find the best way to alter my flows and vary from proven habit patterns to comply with changing sanitation requirements and necessary technological operational changes. I believe the combination of dealing with cleaning the flight deck, reduced communication while wearing a mask and distracting tactile limitations of gloves, changes in where and how quickly pertinent information is obtained (iPad vs paper, iPad vs. Touchpad), and changes as simple as where your eyes look to get info, lead to this mistake. Simply put, I looked at the ramp depiction on the company page on the iPad, had it sized incorrectly to see the parking space only as opposed to looking at the depiction on the airplane's touchpad where I would normally look and see the requirement to call Ground for pushback, and missed it based on experience-based expectation bias. I think the FO did pretty much the exact same thing, causing him to miss it too.

As always, slow down, communicate, and don't fall to the limitations of previous experience before confirming an action from more than one source.

Synopsis

Air carrier Captain reported pushing without contacting ground, citing COVID-19 operations as the reason for disrupting flows and habits.
The following pertains to COVID-19 clarification: Due to an observation and numerous questions, we would like to have some clarification regarding the procedures that affect technicians system wide regarding the spraying/fogging process.

Cabin Deep Cleaning Procedure: What is our process regarding normal clean and a suspected COVID-19 incident? Is it the Deep Clean Process outlined in the Cabin Processing Manual? If a COVID-19 case is confirmed on the aircraft, is there any other measure we are taking? Spraying/fogging process? Various departments have posted information and have briefed their crews.

The spraying/fogging process can accept various chemicals. What chemicals do we plan to use? We have been told at ZZZ, we will be using X chemical. We have concerns about aeration of this chemical with respect to the Safety Data Sheet (SDS). It is our understanding that our company needs to notify and train personnel before introduction to the workforce. This informs technicians about the health risks associated with those chemicals. If our company plans on changing the chemicals utilized in the spraying/fogging process, will an effort be made to inform the various work groups? Are
we currently utilizing the process at ZZZ?

Quarantined planes: What is the process? Charter flights (Recovery flights): What is the process? We recommend the most stringent cleaning process!

Gate Technicians: How are we going about to inform them of an inbound risk of COVID-19 infection aboard an aircraft? Any effort to discuss and train our workforce on expectations, health risks, and procedures would be helpful.

**Synopsis**

Maintenance Technician reported questions and concerns relating to cleaning techniques for aircraft during the COVID-19 pandemic.
ACN: 1740092 (133 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0601-1200

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Relative Position.Angle.Radial: 156
Relative Position.Distance.Nautical Miles: 30
Altitude.MSL.Single Value: 7800

Environment
Flight Conditions: Mixed
Weather Elements / Visibility: Cloudy
Weather Elements / Visibility: Visibility: 10
Light: Daylight
Ceiling.Single Value: 7000

Aircraft: 1
Reference: X
Aircraft Operator: Personal
Make Model Name: Small Aircraft, Low Wing, 2 Eng, Retractable Gear
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: VFR
Mission: Training
Flight Phase: Descent
Airspace.Class E: ZZZ

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Personal
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Instrument
ASRS Report Number. Accession Number: 1740092
Human Factors: Distraction
Human Factors: Human-Machine Interface
Human Factors: Situational Awareness
Human Factors: Training / Qualification
Human Factors: Communication Breakdown
Communication Breakdown. Party1: Flight Crew
Communication Breakdown. Party2: ATC

Events
Anomaly. Conflict: Airborne Conflict
Detector. Person: Flight Crew
Miss Distance. Vertical: 800
When Detected: In-flight
Result. Flight Crew: Took Evasive Action

Assessments
Contributing Factors / Situations: Airspace Structure
Contributing Factors / Situations: Chart Or Publication
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Contributing Factors / Situations: Weather
Primary Problem: Chart Or Publication

Narrative: 1
I was flying VFR above a broken/scattered layer with tops at about 9,500 feet after having climbed above the layer. Though I get flight following on 95% of my flights, traffic was so light (due to the pandemic), that I chose not to speak with ATC this day. I knew I had to fly well south of my destination before I could descend in relatively clear conditions. As I was descending and turning to the NW, I was suddenly staring directly at a commercial jet crossing my path from right to left 3+ miles directly ahead and below less than one thousand feet. I initiated a hard turn to the right and shallow climb, and I noticed the jet banking to its right. I was surprised to see a jet in this location at this altitude, so far west of ZZZ. I fly this route often for training, but rarely above 6,000 feet, so later after landing I studied the ZZZ STARS and saw that this jet was right where it was supposed to be on the STAR. I had collected the weather soon after the traffic encounter and it was reporting 5,500 broken which equates to an MSL ceiling of 7,000, which is about where the jet was. I realize now, that the jet was descending through the cloud layer that I flew around and the jet speed was such that it must have emerged from the cloud layer during my momentary "heads down" to get the frequencies at my destination. The encounter was rattling, and I can imagine the pilots of the jet making a colorful comment or two about general aviators. There are many obvious lessons here. Talk to ATC, maintain a traffic scan and pay closer attention to any traffic information available on the MFD. Nevertheless, I realize now that I do not have a full understanding of the STARs in my area since they are generally used by turbojet aircraft capable of 250 knots and arriving from the flight levels. In particular, I note that there are 25 STARs published for the airports under the Class B airspace. I believe it would be helpful for all general aviation pilots in this crowded airspace if there was a chart showing all the routes that was color coded for altitude. A chart with high glance value would be worth checking when traversing the region VFR. Better yet, would be a layer on Fore Flight or other EFB showing all STAR routes with a selectable altitude, say, between 6,000 to 7,000, or between 7,000 and 9,000, etc.
Synopsis

General Aviation pilot flying VFR reported experiencing an airborne conflict with an airliner. Pilot stated that lighter traffic during the COVID-19 pandemic was a factor in the decision to not contact ATC, which may have contributed to the event.
At the present time we are faced with COVID-19. Here in the US and other parts of the
world people are told to wear mask or PPE to protect themselves. While our passengers on
[airline name] are wearing masks, bandanas and other items to cover their nose and
mouths no where in our safety demonstrations or announcements do we tell them how or
what to do in a decompression during COVID-19. Shouldn't we change our announcement
to say "If needed, oxygen masks will drop from an overhead compartment. Remain seated
with your seat belt fastened and pull the mask down to start the flow of oxygen. Remove
your personal mask or protective equipment from around your nose and mouth and place
the yellow mask over your nose and mouth and put the elastic band over your head."

Flight Attendant suggested changing the safety announcement during the COVID-19
pandemic to include instructions for passengers to remove their personal protective masks
before donning drop-down oxygen masks.
Narrative: 1

I requested PPE, a face mask, from operating manager on duty. Immediately he asked,"What for?" I explained I would like a face mask during the COVID-19 pandemic while working over 15+ aircraft for the day. He then asked me "what AMM task are you doing that requires a face mask?" I stated again, that I would like a face mask regarding my health and safety since I will be aboard so many aircraft. He then told me he needed to make phone call. That phone call ended and he made another phone call regarding my request. Once the second phone call was over he reluctantly gave me a mask from a stack of at best, 20 face masks. We do not have an adequate amount of PPE face masks during this COVID-19 pandemic and when requested PPE we are challenged.

Provide adequate PPE for all mechanics and do not challenge the technicians when requested. There are no masks readily available for us. We are not being supplied PPE during COVID-19 pandemic.

Synopsis
Technician reported a Supervisor made two calls before reluctantly providing him with a mask. Technician stated they are not adequately being supplied with PPE equipment during the COVID-19 pandemic.
ACN: 1739948

Time / Day
- Date: 202003
- Local Time Of Day: 1201-1800

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

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

Person
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Multiengine
- ASRS Report Number: Accession Number: 1739948
- Human Factors: Troubleshooting
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Crew
- Communication Breakdown.Party2: Other
- Communication Breakdown.Party2: Ground Personnel

Events
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- Result.General: None Reported / Taken

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

Narrative: 1
Upon arrival at the gate in ZZZZ, we were not provided with a dedicated bus to take us to the aircraft. We were told to get on the bus with the passengers. Given the dangers of the coronavirus we should've been afforded a separate bus to take the crew to the aircraft. When parked at a remote hard stand, the crew should be transported in a separate bus for our safety.

**Synopsis**

Air carrier Captain reported that the crew was transported to the aircraft in the same bus as the passengers to a remote hard stand, and that a separate bus would lessen the risk of exposure to COVID-19.
ACN: 1739882

Time / Day
Date: 202004
Local Time Of Day: 1801-2400

Place
Locale Reference.ATC Facility: ZZZ.ARTCC
State Reference: US
Altitude.MSL.Single Value: 16000

Aircraft: 1
Reference: X
ATC / Advisory.Center: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 1
Operating Under FAR Part: Part 91
Flight Plan: IFR
Mission: Training
Flight Phase: Cruise
Route In Use: Vectors
Airspace.Class E: ZZZ

Aircraft: 2
Reference: Y
ATC / Advisory.Center: ZZZ
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Climb
Airspace.Class E: ZZZ

Person
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function.Air Traffic Control: Enroute
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 17
ASRS Report Number.Accession Number: 1739882
Human Factors: Workload
Human Factors: Distraction

Events
Anomaly.ATC Issue: All Types
Anomaly.Conflict: Airborne Conflict
Anomaly.Deviation - Track / Heading: All Types
Anomaly.Deviation - Procedural: Clearance
Detector.Person: Air Traffic Control
When Detected : In-flight  
Result. Air Traffic Control : Provided Assistance

**Assessments**

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

**Narrative: 1**

During COVID-19 operations, I was very busy with sectors combined and a lot of aircraft in the ZZZ area with a large map range. I just took the sectors over from the previous Controller and asked him to sit on my D Side to help me. Aircraft X was a departure [out] of ZZZ1 and was level at 15,000 north out of ZZZ Approach airspace and Aircraft Y was a departure out of ZZZ to the west of Aircraft X climbing to 10,000.

I originally climbed Aircraft Y to 14,000 under Aircraft X and I was very busy with sectors combined and a lot of aircraft in the ZZZ area with a large map range. I observed that Aircraft Y was out in front of Aircraft X and climbed Aircraft Y with a turn on course to ZZZ2 to 17,000 due to other crossing traffic from the west. Aircraft Y was faster and wouldn't be an issue to climb. I continued to work the sector and noticed that the turn to ZZZ2 was [going to] bring the Aircraft together. I turned Aircraft X to zzz2 to help parallel the Aircraft and requested to Aircraft Y to report leaving 16,000 for standard separation. I believe I had 5 miles and 1,000 feet at the closest point.

Smaller scale map would have helped viewing the traffic.

**Synopsis**

Center Controller reported that while working through COVID-19 Operations, they became very busy working combined sectors resulting in an airborne conflict.
Passenger came back to aft galley and violated [COVID-19] social distancing to ask for another beer. Discontinue all onboard service and adopt policies to prevent passengers from placing flight attendants at risk of getting ill.

Synopsis
Flight Attendant reported a passenger violated COVID-19 social distancing rules when approaching the galley mid-flight to ask for a beverage.
ACN: 1739795 (139 of 196)

Time / Day
Date: 202004
Local Time Of Day: 0001-0600

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

Environment
Flight Conditions: VMC

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 91
Flight Plan: IFR
Flight Phase: Parked

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1739795
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Maintenance
Communication Breakdown.Party2: Dispatch

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: MEL
Anomaly.Deviation - Procedural: FAR
Detector.Person: Ground Personnel
When Detected.Other
Result.General: None Reported / Taken

Assessments
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Logbook Entry
Narrative: 1

Arrived at the aircraft and completed preflight items for a maintenance ferry flight from ZZZ to ZZZ1 for the purpose of parking Aircraft X in ZZZ1 for stowage due to COVID-19 economic downturn. During pre-flight I determined that there was not a current maintenance release form in the aircraft Logbook. I called maintenance on the radio and requested a new maintenance release. Maintenance said we did not need a maintenance release form because we were flying a maintenance ferry flight and we only needed a maintenance ferry document, which should be in the aircraft logbook. There was no maintenance ferry document in the aircraft logbook or in the flight plan paperwork.

I called Dispatch and requested a new maintenance release and was told all I needed was the maintenance ferry document. I told Dispatch that I did not have one anywhere on the aircraft and I needed him to send me one. The Dispatcher told me that he couldn’t “cut & paste” the maintenance ferry document into ACARS, but that he could take a picture and send it to me on my phone. He sent me a picture of the maintenance ferry document and I looked it over.

I had never seen a maintenance ferry document and therefore had no idea if the Dispatcher had sent me the proper documentation. Per the flight plan, we were dispatched Part 91, and having been told by both the Maintenance and Dispatch that we had what we needed, we proceeded to operate the flight safely and on-time between ZZZ and ZZZ1.

It was only an hour after our arrival into ZZZ1 that we were contacted by the flight operations and were told that we had departed without the proper maintenance release form. I sent a picture of the maintenance ferry document from Dispatch and a copy of the flight plan and told her I would file a report. We were not the only flight to be dispatched improperly by Maintenance and Dispatch.

Later that evening we received a report, detailing what a correct maintenance ferry document should be. We performed due diligence in our attempt to obtain the proper maintenance release form. Maintenance and Dispatch let us down and company, by not having the correct and proper documentation available either in the cockpit or available on the ACARS printer.

Synopsis

Air carrier Captain reported having to ferry a flight for storage due the COVID-19 pandemic without correct maintenance release documentation.
A few questions about the new fogging/spraying process. What is the actual chemical being sprayed? Are there any known side effects? Can it contaminate galley items like cups, napkins, soda cans, food, ovens, etc.? Is the spraying done only on a completely empty airplane? Is there a waiting period before boarding of crew or passengers after spraying is completed? How will crew, gate agents, catering or maintenance know not to board while spraying is being done? Why is the flight deck closed during spraying? Is there a process for spraying of the cockpit, or are we just wiping touch points?

**Synopsis**

Air carrier Captain reported questions and concerns relating to the new spraying/fogging procedure for aircraft during the COVID-19 pandemic.
We should not be compromising safety and security policy onboard regarding sitting next to someone when in reality we have to work together anyways in a close environment regardless. If we have a problem with it, we shouldn't be coming to work. I am not afraid. Jumpseat assignments are for safety and should not be compromised to any other location because of comfort. Safety and security are number 1 concerns.

They are allowing the company to over staff flights above the established staffing guidelines that is providing an over staffing for no reason when it is completely not needed and that's the kind of concern I have. In addition, they are not providing hand sanitizer. Sometimes I can find them in the base, but we don't have them. Lysol for the counters don't do anything when you have nothing to clean the hands with and the small cut wipes in the kit are not good enough.
The increase [in] the amount of standbys is also not needed for May as it increased the amount of people sitting around in the airport until this blows over. Forcing us to all be on reserve promotes more problems than it solves.

Let me know if there is anything else I could provide as we work towards a solution.

**Synopsis**

Flight Attendant reported they are not being provided with adequate cleaning supplies and sanitizers during the COVID-19 pandemic. Flight Attendant also expressed concern with the flight being overstaffed for no reason.
**Time / Day**

Date: 202004

**Place**

Locale Reference. ATC Facility: ZZZ.TRACON
State Reference: US
Altitude.AGL.Single Value: 0

**Environment**

Flight Conditions: IMC
Weather Elements / Visibility: Rain
Weather Elements / Visibility: Cloudy

**Aircraft**

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

**Person: 1**

Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Captain
Function. Flight Crew: Pilot Not Flying
Qualification. Flight Crew: Air Transport Pilot (ATP)
Experience. Flight Crew. Type: 161
ASRS Report Number. Accession Number: 1739613
Human Factors: Situational Awareness
Human Factors: Training / Qualification

**Person: 2**

Reference: 2
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: First Officer
Function. Flight Crew: Pilot Not Flying
Qualification. Flight Crew: Air Transport Pilot (ATP)
Experience. Flight Crew. Last 90 Days: 19
ASRS Report Number. Accession Number: 1739616
Human Factors: Training / Qualification
Events

Anomaly.ATC Issue : All Types
Anomaly.Deviation - Track / Heading : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Clearance
Anomaly.Inflight Event / Encounter : Unstabilized Approach
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Regained Aircraft Control
Result.Flight Crew : FLC Overrode Automation
Result.Flight Crew : Became Reoriented

Assessments

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

Narrative: 1

I am submitting this safety report to highlight a growing challenging environment with COVID-19 and related training and currency issues. On the flight I flew to ZZZ yesterday, I was paired with a new FO who is on an extension trying to consolidate and hasn't been flying as a reserve. He reportedly has been trying to get flying and has been unable. I also have not been flying much with reserve and "bunky" trips. My last "assignment" was a landing class in ZZZ1. For our trip yesterday, we were scheduled to fly ZZZ2-ZZZ-ZZZ2. Being new and having less than 100 hours, the FO couldn't takeoff or land in ZZZ2, so I decided that I'd fly to cruise, let the FO fly enroute and descent to ZZZ, and then reverse that returning so he could gather some experience. With ZZZ being a new airport for both of us, and with non-precision approaches in use, that wasn't my first choice (I had intended to fly into ZZZ), but I didn't want to take both legs and not give the FO an opportunity to fly. With the inexperience of the FO and both of our currency issues, my brief then included the request that we definitely watch one another and work together as a team. Our flight worked that way on departure and enroute, but then became somewhat challenging for both of us going into ZZZ. The weather was overcast in light rain and the RNAV approach to [Runway] XX was in use. Prior to descent, the FO conducted a thorough brief and reviewed/briefed the RNAV approach procedures from the Approach Briefing Guide. All then went well until we were vectored toward the final course just outside ZZZZZZ fix, told to maintain 5,000 until established, and cleared for the approach. We were then very careful setting up everything for the rarely conducted RNAV approach per SOP. The problem however was that our vector by ATC was poor and we didn't intercept until just slightly outside ZZZZZ which is normally crossed at 4,300 feet. With a combination of being focused on the RNAV procedures, ATC communications (Controller realized at the last minute that his vector had been poor), and honestly some rustiness on my part, I didn't immediately recognize that we were high until we broke through the clouds just outside ZZZZZZ and I saw the runway. The FO then immediately disconnected the autopilot in visual conditions, added additional drag and was able to salvage the approach to a safe landing. It worked out, but the approach and descent was obviously not as well conducted as either of us would have preferred.

Narrative: 2

I was the Pilot Flying on an RNAV Approach to ZZZ Runway XX in IMC. While the approach and landing were successful, I am filing a report because of the general feeling of rustiness
and feeling more behind the jet than I was comfortable with. I am a reserve on this specific aircraft type fleet and have not flown much due to both my seniority/reserve status and the COVID-19 situation's impact on our operations.

For background, I...was able to pick up one trip in late last year, and then was on leave, which was not ideal, but unavoidable. Upon my return I was back to being a reserve when the COVID-19 pandemic began to reduce our flying.

Scheduling put me on another flight in order to extend my consolidation window by XX days. I had no warm up and had not flown since late last year. Although successful, I was not at the comfort level I would have liked in order to complete the flight.

Synopsis

Air carrier flight crew reported conducting an unstable approach to a landing into an unfamiliar airport. The crew cited flying frequency as the main cause attributed to a reduction of flights during the COVID-19 pandemic.
ACN: 1739597 (143 of 196)

Time / Day
Date: 202004
Local Time Of Day: 1201-1800

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

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function.Air Traffic Control: Enroute
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 8.5
ASRS Report Number.Accession Number: 1739597
Human Factors: Distraction
Human Factors: Communication Breakdown
Communication Breakdown.Party1: ATC
Communication Breakdown.Party2: ATC

Events
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Air Traffic Control
Result.General: None Reported / Taken

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

Narrative: 1
Because of the COVID-19 situation we are trying to social distance. It was briefed that Operation managers would stay out of the areas from controllers as much as possible and controllers would not cover the CIC desk in order to limit the possibility of spreading the virus. Yesterday and today our OM has been roaming around the Control Room as if there is no direction to remain clear of the workforce. OM is also requiring the FLM to open sectors based on staffing not traffic needs. Both of these things I do not believe are good practice in order to prevent the spread of COVID-19. I also am under the understanding that this goes against the guidance of the agency and CDC.
I think management should be reminded that the purpose of this schedule is to minimize exposure of the workforce to potential illness.

Synopsis

Center Controller reported management was not following COVID-19 related facility policy for social distancing.
Time / Day
Date: 202004
Local Time Of Day: 0001-0600

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

Aircraft: 1
Reference: X
ATC / Advisory.Center: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase. Other
Route In Use: Vectors
Airspace. Class A: ZZZ

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

Aircraft: 3
Reference: Z
ATC / Advisory.Center: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Cruise
Airspace. Class A: ZZZ

Person
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function. Air Traffic Control: Enroute
Qualification. Air Traffic Control: Fully Certified
Experience. Air Traffic Control. Time Certified In Pos 1 (yrs): 5
ASRS Report Number. Accession Number: 1739596
Human Factors: Communication Breakdown
Human Factors: Situational Awareness
Human Factors: Workload
Human Factors: Human-Machine Interface
Communication Breakdown. Party1: ATC
Communication Breakdown. Party2: ATC

Events
Anomaly. Airspace Violation: All Types
Anomaly. ATC Issue: All Types
Anomaly. Deviation - Track / Heading: All Types
Anomaly. Deviation - Procedural: Clearance
Anomaly. Inflight Event / Encounter: Weather / Turbulence
Detector. Person: Air Traffic Control
When Detected: In-flight
Result. Air Traffic Control: Issued New Clearance

Assessments
Contributing Factors / Situations: Human Factors
Contributing Factors / Situations: Procedure
Contributing Factors / Situations: Staffing
Contributing Factors / Situations: Weather
Primary Problem: Ambiguous

Narrative: 1
Weather over ZZZ and all of the arrivals were still coming in. ZZZ shut off the ZZZZZ arrival and all aircraft were being routed over the ZZZZZ1 arrival. Area 1 was getting saturated with holding, so I began to hold several aircraft. TMU (Traffic Management Unit) came by and said it should be no more than 15 minutes, the aircraft kept coming and Area 3 offered to hold one. The aircraft were complaining about the location of the hold, even though it was clear of weather it was far away from the only arrival gate that would be opened. They kept wanting to move closer. I held all aircraft at ZZZ VOR since it was a central point. TMU then came down and said they will take the aircraft 20 MIT [Miles In Trail]. As I started to line them up they came and said they will take them on vectors through the SW corner. So I was rerouting the first 3 aircraft and they were getting confused since it was a rapid change of plan. As I was advising the next aircraft, they called back and shut me off after the first 3. All of the aircraft were at or near the EFC (Expect Further Clearance) time and were all stepping on each other wanting to get a game plan. Some were on vectors for sequence some were still in the hold. I missed several point-outs to adjacent sectors because I only PVD [Plan View Display] the aircraft, and didn't specify what they were doing. The lack of communication between sectors, between TMU and ZZZ with a rapidly changing game plan was hard to follow. Luckily there wasn't a loss. I am working mids because of the COVID-19 pandemic. I haven't done a mid with ZZZ arrivals, and holding and weather reroutes in several years. Because of social distancing I didn't want to call for a D-side, and felt that once they told me the first time they were accepting arrivals I was good to go, but once they changed the plan, I needed some help quickly. Thankfully Area 3 was holding an aircraft, and separated several conflctions for me.
No recommendations. Its an unusual time, with unusual flow, unusual crews working traffic they are not used to. Luckily it all worked out "safely."

**Synopsis**

Center Controller reported holding several aircraft due to weather at intended airport, interacting with TMU, lining aircraft up 20 MIT, then after the first three aircraft the Controller was told to hold remaining aircraft. Controller reported that due to the COVID-19 pandemic he did not call for D-Side help because of social distancing concerns.
**ACN: 1739595 (145 of 196)**

**Time / Day**
- Date: 202004
- Local Time Of Day: 0001-0600

**Place**
- Altitude.AGL.Single Value: 0

**Aircraft**
- Reference: X
- Make Model Name: No Aircraft

**Person**
- Reference: 1
- Location Of Person: Company
- Qualification.Flight Attendant: Current
- Experience.Flight Attendant.Total: 2
- Experience.Flight Attendant.Airline Total: 2
- Experience.Flight Attendant.Number Of Acft Qualified On: 3
- ASRS Report Number.Accession Number: 1739595

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Result.General: None Reported / Taken

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

**Narrative: 1**

I'm attending recurrent [on date] with a huge group of people, I know it's too late for me, however why do they think it's appropriate to gather a mass of highly susceptible people into the same tiny room for several hours, against government advisement, during a worldwide pandemic? My family is terrified I'm going to give them COVID-19 and I think its highly irresponsible and dangerous to continue operations as normal as if nothing is going on. The last thing I wanted to do is be in a room surrounded with other flight attendants that are exposed to the same thing I am on a daily basis. It's completely irresponsible and does nothing, but help spread the virus. I know we are considered "essential" but with everything going on things like this need to be adapted to provide social distancing and help prevent spreading the virus to other crew members and our passengers.

**Synopsis**

Flight Attendant expressed concern that attending a scheduled recurrent training class with a group of flight attendants could increase the risk of spreading the COVID-19 virus to other crew members and passengers.
Time / Day
Date : 202004

Place
Altitude.AGL.Single Value : 0

Aircraft
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Flight Phase : Parked

Person
Reference : 1
Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Maintenance : Technician
Qualification.Maintenance : Powerplant
Qualification.Maintenance : Airframe
ASRS Report Number.Accession Number : 1739577
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Maintenance
Communication Breakdown.Party2 : Maintenance

Events
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Maintenance
When Detected : Pre-flight
Result.General : None Reported / Taken

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

Narrative: 1
I was working on an aircraft located on the pad, Supervisor boarded the aircraft and instructed me, while standing in the entry way, that it was "okay" to remove the quarantined sticker on the door of Aircraft X and to board as needed, that it was "okay." These instruction were given with no documentation saying that the aircraft had sat for the required [time], and then deep cleaned, putting myself and others at risk of catching the COVID-19 virus.

Careful detailed records, documentation and logs generated are necessary to keep track of the condition of the aircraft and the safety of employees.

Synopsis
Technician reported being told the aircraft was "okay" to board, but received no documentation stating the aircraft was properly sanitized.
After departure from ZZZZ to ZZZZ1 it was discovered that the lights in the Captain's autopilot button on the MCP (Mode Control Panel) may have initially been operating intermittently. The light may not have illuminated upon initial press of the button, but shortly afterward came on and remained on for the duration of that flight and the
subsequent leg to ZZZZ2. The autopilot along with copilot side MCP autopilot switch/lights were verified operational. In light of recent changes to health screenings for COVID-19 in ZZZZ1 the flight crew came to a unanimous decision that since the malfunction had rectified itself and posed no further issues the malfunction would not be written up as a discrepancy at that time unless the problem persisted. This decision/action was likely a direct result of at least 1 crewmember’s concerns about safety/security and the uncertainty of officials actions in ZZZZ1 during this COVID-19 pandemic.

The actions by the flight crew are a direct result of unprecedented times amidst the COVID-19 pandemic forcing crews to analyze safety in a new way and juggling decisions in an attempt to find a positive outcome.

Further actions could/should have been taken by the crew to at a minimum at least consult the DDG (Dispatch Deviations Guide) with regard to the lighting. After a post flight review of the DDG I am under the opinion that this item could be an MEL item allowed by flight crew deferral. Alternate actions could also have been an in flight phone conversations with Dispatch, Maintenance, etc., to work through any issues with regards to the aircraft and with regards to crewmember security concerns as a result of COVID-19. Safety should always remain paramount even during these unprecedented times.

Synopsis

Air carrier First Officer reported the flight crew decided not to write up a minor in-flight equipment malfunction as a discrepancy, which might not be deferrable. The decision was due, in part, to the crew's uncertainty around recent changes in COVID-19 screening procedures at the destination airport.
ACN: 1739456

Time / Day
Date: 202004
Local Time Of Day: 1801-2400

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

Person
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function.Dispatch: Dispatcher
Qualification.Dispatch: Dispatcher
ASRS Report Number.Accession Number: 1739456
Human Factors: Distraction
Human Factors: Communication Breakdown
Human Factors: Confusion
Communication Breakdown.Party1: Dispatch
Communication Breakdown.Party2: Dispatch
Communication Breakdown.Party2: Flight Crew
Communication Breakdown.Party2: ATC

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

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

Narrative: 1
The callsign conflict was missed -- in my opinion -- as the result of two circumstances. First, I am still working on developing a workflow. Although I do have significant Dispatch experience, my coming up to speed in systems familiarization still has me with a handicap in reviewing potential conflict.
Second, the workload for company employees as the result of significant cancellations, schedule adjustments, and non-scheduled flying as the direct result of the COVID-19 circumstances is requiring increased schedule activity. The resulting delays, reposition flights, extreme biohazard precautions within the offices and other company property...are all responsible for degrading the inherent stability otherwise found in well-established systems and in the best practice of dispatching. Communication -- while still required -- must be remote and minimized.

Corrective action: It is my opinion the only course of action which would have prevented this occurrence is tighter communication. I do believe that if the ATC coordinators, Dispatch coordinators, and dispatchers were free to openly and routinely communicate as enjoyed in the past (absent COVID-19), and the situation were moot, we likely would not have had a callsign conflict. When balanced against the risk of closer socialization and systems still in place with ATC as risk mitigation, I do not believe that corrective action is warranted at this time and the systems in place today consistent with best practices and in the good interest of public health, worked as best as they could have.

We were dispatching Flight ABC and received an ACARS from that aircraft notifying us that ATC had given them a new callsign -- Aircraft X "ABCE" -- as the result of a callsign conflict. An identically numbered flight, ABC, no additional E, which was being operated by different Dispatcher was late inbound due to equipment delays.

The callsign conflict was not apparent to us -- the dispatchers for this flight, nor was it recognized by the second flight's Dispatcher, ATC coordinators, or Dispatch coordinators. We acknowledged the new callsign, continued the flight as planned.

**Synopsis**

Dispatcher reported a similar callsign issue and cancellations attributed in part to COVID-19 pandemic related work environment.
ACN: 1739384 (149 of 196)

Time / Day
Date: 202003
Local Time Of Day: 0601-1200

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

Environment
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.Ground: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Operating Under FAR Part: Part 121
Flight Phase: Taxi

Person
Reference: 1
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Maintenance: Technician
ASRS Report Number.Accession Number: 1739384

Human Factors
Communication Breakdown
Communication Breakdown.Party1: Maintenance
Communication Breakdown.Party2: Maintenance
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.ATC Issue: All Types
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: Clearance
Anomaly.Ground Event / Encounter: Object
Detector.Person: Maintenance
Result.General: None Reported / Taken

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

Narrative: 1
We were put in a rush situation to move 2 airplanes after lunch from ramp to hanger, per management for inspections. I was right seat for the taxi operation and called Ground Control confirming taxiway was active for us and was cleared to taxi on [taxiway]. After starting to taxi, we were stopped in a partial turn by ground and told to use [taxiway] to exit ramp instead of [taxiway] and needed to turn. We were already pulled out a little and turned to the opposite direction, so as we made a tight left turn to the correct direction and the right winglet impacted an object next to the taxiway in front of ramp.

Do to the extraordinary circumstances of the Coronavirus pandemic and the subsequent urgent grounding and parking of the majority of our airplanes, there was an urgent rush to evaluate and sanitize airplanes which involved relocating some airplanes after already parked on a cramped ramp in which we were given very limited information regarding the rules of the agreement made with FBO on movement of airplanes on their cramped ramp and taxiways. Also, game plan changes several times a day made it hard to stay focused on the current task when we were getting reassigned midway through tasks several times a day.

I would suggest to make higher up management do a briefing before starting on a complex task like we had because of the Coronavirus pandemic, don't ever get in a rush no matter the circumstances or management requests and always tow on and off of unfamiliar ramp areas.

**Synopsis**

Maintenance Technician reported a collision with an object while taxing aircraft for maintenance. The rush to ground planes due to the COVID-19 pandemic was referenced as a contributing factor.
Narrative: 1

Some days prior to reporting to work, I had read a company communication regarding the current COVID-19 pandemic, which referred to concerns about shared jumpseats as they affected our ability to practice social distancing. The company communication informed staff that they were currently reviewing all possible options for us to remove ourselves from adjoined jumpseats for our health and safety. As I reported to work I reread all more recent communications regarding the matter and could not find an update on the current
shared jumpseat policy. We have received an abnormal amount of daily communications purveying constant policy changes throughout the COVID-19 outbreak and I thought it was possible I just missed an update, so I asked the lead Flight Attendant if she had read what the company had decided on. The Lead Flight Attendant told me I was supposed to sit in the first row, passenger seat closest to my aircraft door, as if the jumpseat had been written up as inoperative. Under the impression that this was correct information given to me by a fellow crew member, I did not occupy my shared jumpseat during takeoff and landing, but rather the nearest passenger seat. Upon arrival to our layover hotel I reread all recent company communications yet again and found no such information on the matter. The following morning I reached out to several company and union representatives seeking accurate information on the policy, and found that this action had in fact, not yet been approved by the FAA.

All of this being said, I implore the FAA to please, please expedite a review of shared jumpseat policies as it pertains to the COVID-19 outbreak and CDC recommendations for social distancing. Our health and safety is on the line.

Synopsis

Flight Attendant reported having difficulty clarifying the company's current policy on the use of shared jumpseats and social distancing. The Flight Attendant occupied a passenger seat during takeoff and landing, rather than the assigned jumpseat. After the flight, the Flight Attendant found that jumpseat policy changes had not been put in place.
ACN: 1739319

Time / Day
Date: 202004

Place
Altitude.AGL.Single Value: 0

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1739319

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Deviation - Procedural: FAR
Detector.Person: Flight Crew
Result.General: None Reported / Taken

Assessments
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Staffing
Primary Problem: Company Policy

Narrative: 1
It has been nearly a month without any Initial Operating Experience flights. I understand there is no requirement which defines the amount of time between completion of simulator training/operating experience, check-ride and starting (or completing OE). However, I am very concerned about my diminishing level of proficiency starting IOE.

Over the course of the last month (due to the COVID-19 crisis) the flight schedule has become so restrictive that the OE schedulers have been unable to execute many plans they have constructed for my flights and those of my classmates. I suspect the significant delays also extend to other classes waiting to complete IOE, as well as transitioning pilots needing to complete OE. LCA (Line Check Airman) availability has likely been further affected by other factors.

Beyond completion of OE, I expect the schedule restrictions will delay consolidation as well. Although an FAA extension to the consolidation timeline will put an administrative fix on that particular issue, it does nothing to assist with the retention of skills and knowledge.

Synopsis
Air carrier First Officer expressed concern about the erosion of skills and knowledge while awaiting OE and consolidation flights. A restrictive flight schedule due to the COVID-19 pandemic was cited as contributing.
Post flight self debrief, I did a log book check and realized that I had flown out of currency, last biennial flight review was more than 24 months. I immediately shut down my operational commitments until I was able to find a flight instructor to conduct a biennial.
flight review. Due to current circumstances, I found it difficult to find an instructor willing to fly with me due to the COVID-19 pandemic. However, after several attempts I was able to find an instructor willing to give me a biennial currency ground school and flight.

I know it was a bone headed mistake and one that could have been avoided had I kept a calendar for myself with reminders and most importantly, during my slow time (winter) made sure that all my requirements were fulfilled prior to busy season and potentially miss out on work and fail to meet customer needs.

**Synopsis**

GA pilot had difficulty finding a flight instructor during the COVID-19 pandemic to conduct a flight review.
**ACN: 1739176**

**Time / Day**
- Date: 202004
- Local Time Of Day: 0601-1200

**Place**
- Locale Reference.Airport: ZZZ.Airport
- State Reference: US
- Altitude.AGL.Single Value: 100

**Environment**
- Weather Elements / Visibility: Cloudy

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

**Person : 1**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Pilot Flying
- Function.Flight Crew: First Officer
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- ASRS Report Number.Accession Number: 1739176
- Human Factors: Distraction
- Human Factors: Human-Machine Interface

**Person : 2**
- Reference: 2
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Check Pilot
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- ASRS Report Number.Accession Number: 1739182

**Events**
- Anomaly.Deviation - Speed: All Types
- Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Executed Go Around / Missed Approach

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

Narrative: 1
After getting the weather in ZZZ [we] decided to fly a CAT III to Runway XX thinking we might not see the runway on a CAT I. Weather was X00 overcast. We setup, briefed and flew the CAT III approach. The approach was uneventful. At about 100 feet the CA noted my sink rate was a bit high. I began to pull back on the yoke more at the same time adding some power which made the problem worse with such a light airplane. We made a bounced landing and I decided to make a go-around. As I added power we might have lightly touched again, but made a successful go-around and clean up. After clean up the CA decided to make the landing on XY.

Narrative: 2
Approaching ZZZ, weather was X00 OVC X miles Visibility and a slight tailwind. We did do a landing data assessment. Weather was good to accomplish a CAT III landing. Airplane was very light due to approximately XX souls on board. FO flew [a] good approach. In the last 100 feet developed a higher sink rate. I told him to start pulling back on the yoke to break the descent. FO elected to add power at about 20 feet to break descent. This was a surprise to me. He added too much power for the circumstances. Due to the light weight the airplane accelerated forward, but still the main gear hit the runway firmly then immediately went airborne again. He pushed forward still trying to land the airplane but quickly realized a go-around was the correct thing to do so he initiated a go-around. During the go-around I believe the main gear kissed the runway again. I was in the process of taking the airplane, but he ended up doing a good go-around and I took the jet when we leveled off at 2,000 feet and I flew the rest of the flight and the landing to XY. The go-around was from XX.

I should have emphasized to FO not [to] rely solely on the flare cue. My hesitation in saying that the visibility was not great and he may find the flare cue helpful. I had no idea that he would increase the power to break the descent rate and since the jet was so light it reacted much more aggressively than he expected.

Synopsis
Air carrier flight crew reported the aircraft had a bounced landing resulting in a go-around. The crew cited the handling and performance characteristics of the lightly loaded aircraft as a contributing factor.
**ACN: 1738848**

**Time / Day**
- Date: 202003

**Place**
- Altitude.AGL.Single Value: 0

**Aircraft**
- Reference: X
- Make Model Name: No Aircraft

**Person**
- Reference: 1
- Location Of Person: Gate / Ramp / Line
- Reporter Organization: Air Carrier
- Function.Ground Personnel: Ramp
- ASRS Report Number.Accession Number: 1738848
- Human Factors: Communication Breakdown
- Human Factors: Confusion
- Communication Breakdown.Party1: Ground Personnel
- Communication Breakdown.Party2: Ground Personnel

**Events**
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Ground Event / Encounter: Other / Unknown
- Detector.Person: Ground Personnel
- Result.General: None Reported / Taken

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

**Narrative: 1**

Several personnel present in the break room with Supervisor. Supervisor brought to [our] attention the decline in headset usage. Supervisor stated it was SOP. It was then brought to Supervisor's attention that we are in a state of emergency with the COVID-19 virus pandemic. It was then brought to Supervisor's attention that the microphone area was not able to be cleaned by a wipe. We questioned the alcohol content, and what the wipes kill. It was brought up the hearing lesson states you can wear either ear plugs, or the over-the-ears with cups. The headset lesson states that you should not wear ear plugs with the wireless headsets. There is no volume control with the wireless headsets, only noise cancelling - to which it doesn't do a great job. The wireless headsets are required to be worn during arrival and dispatch. To which at some point a changeover would be necessary which gives a break in hearing protection when switching between PPE [Personal Protection Equipment]. It was brought up [company safety rule] due to the headsets giving you a lack of peripheral vision, situational awareness, and a loud
amplification of outside noise. Also, as a pushback driver I’ve had to ask the flight deck numerous times on numerous occasions what they said over the radio to me as I could not hear what they were saying over the 2 wingwalkers. It was brought up that we only do a straight pushback in ZZZ. To the point on outside noise Supervisor stated that headsets numbered [3 headsets] had some hearing feature, but Supervisor did not know how to use it. I then asked if Supervisor had ever worn these headsets, and Supervisor stated "No." Supervisor then proceeded to walk away from the conversation on the shop floor.

**Synopsis**

Ground employee reported problems associated with sharing headsets.
Time / Day
Date: 202003
Local Time Of Day: 1801-2400

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

Environment
Light: Daylight

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days: 90
Experience.Flight Crew.Type: 9753
ASRS Report Number.Accession Number: 1738713

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

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

Narrative: 1
The passengers were directed to sit in the first 10 rows thereby making social distancing impossible on a mostly empty flight. The Operations Agent could have worked the weight and balance more carefully and allowed the passengers to spread out evenly to provide appropriate social distance.

Operations Agents need to be directed to distribute bags and cargo to allow social distancing. Passengers [were] forced into close contact by weight and balance.

Synopsis

Air carrier Captain reported that due to weight and balance needs, the Operations Agent directed passengers on a nearly empty flight to sit close together, violating social distancing requirements. The Captain suggested that weight and balance be reworked to allow appropriate spacing between passengers.
**Time / Day**

Date: 202003  
Local Time Of Day: 1801-2400

**Place**

Locale Reference: Airport: ZZZ.Airport  
State Reference: US  
Relative Position: Angle: Radial: 216  
Relative Position: Distance: Nautical Miles: 12  
Altitude: MSL: Single Value: 2000

**Environment**

Flight Conditions: VMC  
Weather Elements / Visibility: Visibility: 10  
Light: Dusk  
Ceiling: Single Value: 5000

**Aircraft**

Reference: X  
ATC / Advisory: Tower: ZZZ  
Aircraft Operator: Corporate  
Make Model Name: Small Transport, Low Wing, 2 Turbojet Eng  
Crew Size: Number Of Crew: 2  
Operating Under FAR Part: Part 91  
Flight Plan: IFR  
Mission: Ferry  
Nav In Use: FMS Or FMC  
Flight Phase: Final Approach  
Route In Use: Visual Approach  
Airspace: Class B: ZZZ

**Person : 1**

Reference: 1  
Location Of Person: Aircraft: X  
Location In Aircraft: Flight Deck  
Function: Flight Crew: First Officer  
Function: Flight Crew: Pilot Flying  
Qualification: Flight Crew: Multiengine  
Qualification: Flight Crew: Commercial  
Qualification: Flight Crew: Instrument  
Experience: Flight Crew: Total: 1350  
Experience: Flight Crew: Last 90 Days: 100  
Experience: Flight Crew: Type: 800  
ASRS Report Number: Accession Number: 1738687  
Human Factors: Situational Awareness

**Person : 2**

Reference: 2  
Location Of Person: Aircraft: X
Narrative: 1

Roughly 10-12 miles from Runway X, ZZZ Approach directed us to switch to the tower frequency after clearing us for a visual approach. The Pilot not Flying, my Captain, switched the pre-dialed in frequency for the Tower and called. I do not remember hearing a response as we continued our pre-landing checklist.

As Pilot Flying I was focusing on hand-flying the precision approach and responding to this pre-landing checklist. Due to the recent slowdown in flying, I felt it prudent that I hand-fly this precision approach to keep my skills up. All of my attention was on the flying.

In the past month I have flown less than 15 hours and then only very sporadically. The last day of flying prior to today was over two weeks ago and was with the same Captain.

The landing was uneventful and as we were exiting the runway, the Pilot Not Flying called "Clear of Runway X at taxiway." We did not hear a response. Pilot Not Flying tried again, and it was at this moment I realized that we were not on the correct Tower frequency and dialed in the correct frequency.

Pilot Not Flying had mistakenly dialed in ZZZ1 Tower Frequency instead of ZZZ Frequency. We realized that we had landed without a landing clearance. We promptly contacted the tower and admitted our mistake.

I believe the contributing factors in this event were lack of recent flying + landing at night after a long day and a long flight.
Corrective actions for this would be to pay closer attention to radio calls by Pilot Not Flying while acting as Pilot Flying and to ensure that we are given proper landing clearance before commencing landing. It is especially important to be extra vigilant when you are not as current as you are normally.

**Narrative: 2**

We were switched over to ZZZ Tower, but I inadvertently switched to frequency, which is ZZZ1, one of our previous stops that day. I checked in, and did not immediately get a response, so I continued with the checklist.

We completed the checklist and did what we have done hundreds of times before landed. I called the tower to see if we could take Runway X for taxi, and of course, got no response. I called a second time, which was when my First Officer noticed that we were on the wrong frequency. We switched in, and the Tower asked us if we had heard them. We admitted our mistake and continued on.

The takeaway is you can't let even an important thing like the checklist distract you from completing all of the required tasks in front of you. A contributing factor is that this was my third flight in over a month because of a massive slowdown in activity due to the Coronavirus pandemic. Lesson 2 is you have to be especially vigilant when you aren't as current as you normally are.

**Synopsis**

Flight crew reported landing without clearance due to fatigue and lack of recent flying assignments due to COVID-19-related decrease in flights.
ACN: 1738676 (157 of 196)

Time / Day
Date: 202003

Place
Altitude.AGL.Single Value: 0

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Gate / Ramp / Line
Reporter Organization: Air Carrier
Function.Ground Personnel: Other / Unknown
Function.Maintenance: Other / Unknown
ASRS Report Number, Accession Number: 1738676
Human Factors: Confusion

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Other Person
Result.General: None Reported / Taken

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

Narrative: 1
There are no available safety masks for us to use. Respirators are unavailable as well. There are no cleaning products available. Our stock has been sent to other stations leaving us with none and at stores, window employees are wearing respirators in front of their computer. Why is our health and safety not a concern? Yet the group is quick to point out vest or seatbelt infractions. These items should be readily available at all times. This needs to be resolved immediately.

Synopsis
Reporter was concerned that there weren't safety masks or respirators available for use.
**Time / Day**
Date: 202003

**Place**
Altitude.AGL.Single Value: 0

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

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Cabin Activity: Safety Related Duties
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1738653
Human Factors: Situational Awareness
Human Factors: Communication Breakdown
Human Factors: Troubleshooting
Human Factors: Other / Unknown
Human Factors: Time Pressure
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Ground Personnel

**Events**
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result.General: Release Refused / Aircraft Not Accepted

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

**Narrative: 1**
During the boarding process we discovered that the Customer Service Bag containing gloves, masks and sanitary wipes was not boarded. Other gloves were not boarded elsewhere. We reported the item missing to the Captain who requested it, but approximately 6 minutes before door closing we were told that, per the inflight Supervisor on duty at the time we would have to go without these vitally important PPEs. We indicated that per the Captain, the door would not be closing until the items were received. After several more minutes, the bag arrived and after all was said and done, departed on time.

I am writing this report to bring this to the attention to all involved in the decision making process. This policy must be reviewed. Crews simply cannot be asked to depart without the essential PPE for a flight. Granted gloves can be found elsewhere in first aid kits, etc., but not enough for an entire crew for an entire flight. Given the extreme danger of COVID contamination, gloves must be changed frequently between delivery and pick up services.

**Synopsis**

Flight crew member reported the bag containing protective gear for COVID-19 was not boarded on the aircraft, and that the on duty in-flight Supervisor directed the crew to depart without the bag.
ACN: 1738644  (159 of 196)

Time / Day
Date: 202003

Place
Altitude.AGL.Single Value: 0

Aircraft
Reference: X
Make Model Name: No Aircraft
Operating Under FAR Part: Part 121
Flight Plan: IFR

Person
Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function.Flight Crew: Other / Unknown
ASRS Report Number.Accession Number: 1738644
Human Factors: Other / Unknown
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Other
Communication Breakdown.Party2: Dispatch
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
Result.General: None Reported / Taken

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

Narrative: 1

We are taught to accept no unnecessary risk. This report will likely not make it through the report meeting for some time, because the FAA representative is following this rule, as the FAA left the Training Center when social distancing became a directive. Flight Operations seems to be in a different world. Now, we are sending thousands of pilots out on multi-day trips with no N95 masks, no industrial disinfectant and no way to social distance on vans or in the cockpit.

Hotel rooms are not in any way guaranteed to be safe. Just yesterday, there were many pilots that had to be contacted because they had been in proximity to a known positive crew member. Company is not following SAFO 20003 procedure, which [recommends] crews to take daily temperatures. Why not? No reason given, we just don't follow it. We
are not providing disinfectants. Why not? Because "Supply Chain" can't get them. What if our fuel truck couldn't get enough gas for our minimum fuel?

Would we still operate? Since Crews can't social distance, they certainly need N95 masks and training on how to effectively use them; but we aren't providing the masks. We are accepting unnecessary risk and I worry very much that this is going to lead to a death, or deaths that could have been prevented by following our own internal guidance.

**Synopsis**

Flight crew member reported the company was sending crews out during pandemic without proper safety equipment.
ACN: 1738571 (160 of 196)

Time / Day
Date: 202003

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

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

Person
Reference: 1
Location Of Person: Gate / Ramp / Line
Reporter Organization: Air Carrier
Function.Ground Personnel: Ramp
ASRS Report Number. Accession Number: 1738571
Human Factors: Situational Awareness

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

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

Narrative: 1

While working our flight outbound we were instructed to put the headsets on. First of all, we are in a pandemic situation across the world. Secondly these headsets are not being sanitized after all flights. Dirty and transferring germs to everyone wearing them. Why are we still wearing these headsets when we can be wearing our own personal headsets or hearing protection? It makes no sense why we are contaminating our own work group. I can see the pushback driver using the headset to communicate with the pilots but for wing walkers to be using this is unsafe. There are limited supplies for cleaning and yet we are being told to wear this. What happens when its hot? Still wear them during this pandemic?

Synopsis
Air carrier ramp agent reported being uncomfortable with a company procedure requiring wearing shared headsets amidst the COVID-19 pandemic.
ACN: 1738454 (161 of 196)

Time / Day
Date: 202003
Local Time Of Day: 0601-1200

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Cabin Activity: Safety Related Duties
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1738454
Human Factors: Distraction

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
When Detected: In-flight
Result.General: None Reported / Taken

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

Narrative: 1
Flight Attendant told us as we entered plane that she was informed her best friend was COVID-19 positive and that they had been together recently. She then stated she was having some symptoms and was thinking of getting off flight on day 3. I performed my safety duties and sat in seat X for takeoff and landing so I was more than 2 inches away from her on the jumpseat. This was for my safety. We performed monitor and challenge on takeoff and landing. I felt the need for social distance to protect myself and my family from a virus that can cause fatalities.

We should all be tested. For this virus. At minimum our temperatures should be checked daily. There should be no penalty for calling off. Maybe on planes that require flight attendants to share a jumpseat it would be prudent to move one of them to a seat by the exit like I chose to do.

**Synopsis**

Flight Attendant reported that a crewmember had possibly been exposed to COVID-19. For social distancing purposes, Flight Attendant sat in a cabin seat for takeoff and landing.
**ACN: 1738408 (162 of 196)**

**Time / Day**
- Date: 202003
- Local Time Of Day: 0601-1200

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

**Environment**
- Flight Conditions: VMC

**Aircraft**
- Reference: X
- ATC / Advisory.TRACON: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Nav In Use: FMS Or FMC
- Nav In Use: GPS
- Flight Phase: Takeoff
- Route In Use: Direct
- Airspace.Class B: ZZZ

**Person : 1**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: First Officer
- Function.Flight Crew: Pilot Not Flying
- Qualification.Flight Crew: Multiengine
- Qualification.Flight Crew: Commercial
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Private
- Experience.Flight Crew.Total: 2399
- Experience.Flight Crew.Last 90 Days: 126
- Experience.Flight Crew.Type: 2399
- ASRS Report Number.Accession Number: 1738408
- Human Factors: Communication Breakdown
- Human Factors: Time Pressure
- Communication Breakdown.Party1: Flight Crew
- Communication Breakdown.Party2: ATC

**Person : 2**
Narrative: 1

Scheduled flight from ZZZ to ZZZ1. Tower was closed for operations due to COVID-19. We both followed procedures for closed Tower, by making calls in the blind and contacting ZZZ TRACON for clearance and for departure time/permission. There were multiple scheduled pushbacks at XA:45. The Captain briefed pushing back a few minutes early if possible to help alleviate congestion in a non-tower environment. We pushed and taxied to the hold short and called TRACON we were ready for departure. TRACON released us. I asked TRACON to clarify we were cleared to takeoff and they replied yes we were. We took off and departed uneventful following noise abatement procedure. After airborne, we discussed that we had departed several minutes before XB:00. ZZZ 10-7 page states no departures XP:00-XB:00L. After obtaining release from TRACON and verifying we were cleared to takeoff from ZZZ we realized that we had taken off several minutes prior to XB:00 once we were airborne. Other aircraft from another airline also took off before XB:00.

Narrative: 2

[Report narrative contained no additional information.]
Synopsis

Air carrier flight crew reported the ATC Tower changed hours of operation and was closed due to COVID-19, resulting in a takeoff before curfew ended.
ACN: 1738292

**Time / Day**

Date: 202003
Local Time Of Day: 1801-2400

**Place**

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

**Environment**

Flight Conditions: VMC
Light: Dusk

**Aircraft**

Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Nav In Use: GPS
Flight Phase: Initial Approach
Route In Use: Direct
Airspace.Class B: ZZZ

**Person : 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
ASRS Report Number.Accession Number: 1738292
Human Factors: Communication Breakdown
Human Factors: Other / Unknown
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: ATC

**Person : 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Function: Flight Crew: Pilot Flying
Qualification: Flight Crew: Instrument
Qualification: Flight Crew: Multiengine
Qualification: Flight Crew: Commercial
ASRS Report Number: Accession Number: 1738293

Human Factors: Communication Breakdown

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

Events

Anomaly. ATC Issue: All Types
Anomaly. Deviation - Track / Heading: All Types
Anomaly. Deviation - Procedural: Clearance
Anomaly. Deviation - Procedural: Published Material / Policy
Detector. Person: Air Traffic Control
When Detected: In-flight
Result. Flight Crew: Became Reoriented
Result. Air Traffic Control: Issued Advisory / Alert

Assessments

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

Narrative: 1

With the COVID-19 threat, the airspace was very empty and we were being vectored to an ILS in ZZZ in VMC. I was the Captain Pilot Monitoring and we discussed the option of a visual approach while being vectored on final because of the extremely low flight density. In anticipation of the handoff to ZZZ Tower, I tuned the #1 radio to XXY.Z and accidentally set that as the active radio frequency prior to receiving a final vector and approach clearance from ATC. The radio chatter was so light that I never realized I had gotten ahead of myself by activating this frequency. We flew east over ZZZ1 and I began to feel it was strange we were not being vectored when ATC called us on XAX.B. I immediately switched back to XAY.BB (approach, and we received a vector and clearance to get back on the approach). We made a steeper than normal turn (about 40 degrees) to get back due to ATC's request we were expeditious. We became stabilized for the rest of the approach.

Loss of usual busy ATC talking cues due to COVID-19 event. Fixation on potential visual approach. Errors: Changed frequency to Tower prior to receiving vectors and clearance for approach. Missed ATC instructions which caused us to overshoot our turn to final.

Company procedure is sufficient. I personally need to maintain my vigilance, especially when in abnormal airspace situation such as that created by the COVID-19 outbreak.

Narrative: 2

I was pilot flying and the Captain was pilot monitoring. We were on approach and the Captain changed to Tower frequency too early and we missed our vector. We were given a new heading and landed without issue.

Captain changed frequency early.
Synopsis

Air carrier flight crew reported an erroneous frequency change that resulted in a track heading deviation.
Multiple employees are being notified by management that they have been exposed to a coworker(s) that have tested positive for COVID-19. They are not being recommended to self quarantine, and allowed to continue to work and potentially spread the virus. One known exposure incident, the employee was permitted to continue to work and then began to experience symptoms 2 days later.

Ground personnel reported that persons exposed to COVID-19 were allowed to continue to work.
ACN: 1738151 (165 of 196)

Time / Day
Date: 202003

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

Aircraft
Reference: X
Make Model Name: No Aircraft

Person
Reference: 1
Location Of Person: Hangar / Base
Reporter Organization: Air Carrier
Function.Ground Personnel: Ramp
ASRS Report Number. Accession Number: 1738151
Human Factors: Other / Unknown

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Ground Personnel
Result.General: None Reported / Taken

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

Narrative: 1
We need antiseptic spray, wipes and gels so we can clean our work area and equipment. Also they are shutting down work areas in product sort and combining all of us together, how are we supposed to follow social distancing?

Synopsis
Ground employee reported concern over his employer's Coronavirus related procedures.
**ACN: 1738150 (166 of 196)**

**Time / Day**
- Date: 202003

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

**Aircraft**
- Reference: X
- Make Model Name: No Aircraft

**Person**
- Reference: 1
- Location Of Person: Hangar / Base
- Reporter Organization: Air Carrier
- Function: Ground Personnel: Other / Unknown
- ASRS Report Number: Accession Number: 1738150
- Human Factors: Other / Unknown

**Events**
- Anomaly: Deviation - Procedural: Published Material / Policy
- Detector: Person: Ground Personnel
- Result: General: None Reported / Taken

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

**Narrative: 1**

I arrived for work a few minutes before my shift began. I had been assigned a desk by someone from midnight shift. I'm not sure if the assignments were done by a Lead or Shift Manager. I was assigned [a] desk, which is next to [another] desk. I did not measure the distance between the Load Planner and my position. I expect it is about 6 feet, probably not any less. The Lead was assigned [a desk] with a similar separation of about 6 feet. The other 5 Load Planners working this morning had at least double the distance between them as the 2 Load Planner and the Lead at these 3 desks.

The 3 of us were not happy with this arrangement. After loud complaining by several load planners for several minutes and my demanding that someone be moved, the Lead decided I could move to [a] desk which is across the aisle in the middle of 5 desks that were planned to be empty. This gave ample separation between the Load Planner and me.

I don't know why this requires loud complaining. The midnight Shift Manager and/or Lead don't want to provide any flexibility in this matter, as this is at least the second day in a row with similar desk assignments with needlessly reduced social distancing. I understand
there may be problems with how the phone calls "roll" between the desks or how the teams are assigned. These issues don't seem that important at this time as our workload is very reduced due to the reduced flight schedule. These issues need to be fixed to provide a safer, cleaner work environment.

Synopsis

Load Planner expressed concern about Coronavirus related company procedures that resulted in personnel being seated too close to one another.
We are not provided with proper sanitary equipment. No sprays or wipes, they give us 2 sanitary wipes for tractor work area equipment and also they are talking about consolidating piers putting people closer to each other.

Ramp employee expressed concern about Coronavirus related company procedures.
Events
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
When Detected.Other
Result.General : None Reported / Taken

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

Narrative: 1
First let me say that I'm proud and humbled to be a part of the [Company] flight training center family. I take pride in being the best I can be every day.

That being said, I am disappointed with how the COVID-19 crisis is being handled. As citizens, we are being told to maintain a minimum of six feet from others as a "social distancing" measure, to wash our hands frequently and to use hand sanitizer and bleach wipes. I have [been] in the simulator for six of the past 11 days, and have seen exactly one bottle of hand sanitizer in the building (which was gone last night) and one three-quarters empty bottle of bleach solution next to a nearly-empty box of paper towels. Each simulator (mostly) has a ZipLoc baggie with a few supposedly sanitizing wipes on the computer desk outside the sim. Oh, and a handful on the inside of each restroom door reminding us to wash our hands and not come to work if we are sick. That's it folks. We are better than this.
Meanwhile, we have pilots cycling through the building(s) who have traveled to all parts of the globe in the past days, weeks and months and who have a very high probability of potential exposure to COVID-19, who have not been tested or quarantined prior to entering the building. In addition to this, these pilots are now quarantined together in a tightly-enclosed simulator for 4 hours at a time. Last night I saw an instructor wearing latex gloves, because he is concerned. We have a perfect breeding ground for transmitting and spreading this deadly virus, yet the attitude I've seen as an operator for the past two weeks has been fairly cavalier.

I could go on, but I think you've got the picture.

I don't want to be an alarmist, or simply point out the problem without offering a potential solution. I'd like to suggest that as an airline, we petition the FAA to allow us to have a 3 month extension on all training events (12 months vs 9). This would allow us to close the [training center] for two weeks for a hospital-quality deep cleaning, and allow us to stock up on sanitizer and protective equipment before going back to work.

As a nation we are being told to quarantine at home and to limit social exposure, yet we at the [training center] are apparently so "essential" that we are exempt from this quarantine.

I'm blessed to be healthy at the moment, and I will continue to work as long as I am, but how long will it take for this virus to spread to me and my colleagues until we no longer have the staff to operate?

Synopsis

Air carrier First Officer reported the company training center and simulators could benefit from more sanitation and cleaning supplies for staff and trainees in order to support a safe training environment. The crew member suggested that the company pursue FAA approval to extend training events deadlines in order to have time to deep clean the training facility.
I realized I didn't have my apron, which contained my EFB, while on the van, heading to our overnight. Because of our service procedures changing on an almost daily basis, during this chaotic time, my routine was disrupted and I inadvertently left it on our previous airplane. I knew we weren't going to be serving on our flight so I didn't get my apron out and stow it like I normally would, therefore I didn't realize it was missing until I was getting my van tip out of my bag.
Flight Attendant stated preoccupation with COVID-19 concerns resulted in forgetting to bring the EFB to work.
ACN: 1738047 (170 of 196)

**Time / Day**

Date: 202003

**Place**

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

**Aircraft**

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

**Person**

Reference: 1
Location Of Person: Company
Reporter Organization: Air Carrier
Function. Dispatch: Dispatcher
Qualification. Dispatch: Dispatcher
ASRS Report Number. Accession Number: 1738047
Human Factors: Communication Breakdown
Human Factors: Confusion
Human Factors: Workload
Human Factors: Time Pressure
Communication Breakdown. Party1: Dispatch
Communication Breakdown. Party2: ATC

**Events**

Anomaly. Deviation - Procedural: Published Material / Policy
Anomaly. Deviation - Procedural: FAR
Detector. Person: Dispatch
When Detected: Aircraft In Service At Gate
Result. General: Flight Cancelled / Delayed
Result. Air Traffic Control: Provided Assistance

**Assessments**

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

**Narrative: 1**
At turn over Aircraft X had ZZZZ listed as their southern ETOPS alternate. Was advised that flight was released with ZZZ and ZZZZ as their ETOPS alternate and ZZZZ has a NOTAM that states ZZZZ is not available as an alternate. [Dispatcher] called and spoke with the tower and was not given a clear answer if we can use ZZZZ as an emergency airport. After taking over the flight told crew not to depart until I was able to correct ETOPS alternate. Was able to send all weather and numbers to crew and changed ETOPS alternate to ZZZ. Flight departed 10 mins late.

During planning of flight, ZZZZ NOTAM said it was not to be used as an alternate due to covid-19. Since an ETOPS alternate is an emergency situation I felt it was appropriate to use. the other airport ZZZZ1 had it runway closed during the ETOPS window. And the other airport ZZZ1 I felt had erratic weather observations, so I felt ZZZZ was the best choice. I called the tower to discuss using them as an airport in case of an inflight emergency. The tower controller passed me on to the manager. When I talked to him I got a vague response that an IFE would be ok to use ZZZZ as an alternate. After the fact other Ground Operations Control personnel had phone conversations with ZZZZ, whereas ZZZZ could not be used as an ETOPS alternate. After shift turn over Dispatcher had to change the ETOPS alternate.

**Synopsis**

Dispatcher reported prior to flight departure, a required alternate airport was NOTAMed unavailable due to COVID-19.
ACN: 1738026 (171 of 196)

Time / Day
Date: 202003
Local Time Of Day: 1801-2400

Place
Locale Reference. ATC Facility: ZZZ. TRACON
State Reference: US
Altitude. MSL. Single Value: 11000

Environment
Flight Conditions: VMC

Aircraft
Reference: X
ATC / Advisory. TRACON: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Large Transport
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Descent
Airspace. Class E: ZZZ

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Pilot Not Flying
Function. Flight Crew: Captain
Qualification. Flight Crew: Air Transport Pilot (ATP)
Experience. Flight Crew. Total: 22300
ASRS Report Number. Accession Number: 1738026
Human Factors: Situational Awareness

Events
Anomaly. Conflict: Airborne Conflict
Detector. Automation: Aircraft RA
When Detected: In-flight
Result. Flight Crew: Took Evasive Action

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

Narrative: 1
About 7 miles prior to ZZZZZ Intersection on the RNAV arrival while level at 11,000 feet and slowing to 220 knots we were issued a traffic callout by Approach. They said we had company traffic at our 10 o'clock climbing out of 7,000 feet for 10,000 feet. We reported him in sight. We got one "Traffic" TA on TCAS, followed shortly by a "Climb" RA. My FO (First Officer) immediately disconnected the autopilot and initiated the climb. Passing through approximately 11,400 feet the TCAS reported clear of conflict. I advised ATC of the RA and our climb. (I don't believe that loss of separation occurred). Once clear, ATC gave us descent clearance, and a frequency change.

[This] was early enough in the Coronavirus days that we were still getting used to flying nearly empty airplanes. Open climb with 20 passengers in an empty Large Transport could well give a 4,000 FPM rate of climb approaching 10,000 feet. I myself have been using Vertical Speed in the last 2,000 prior to level off at 10,000 feet to avoid excessive rates of climb. Apparently, the pilot of the other aircraft did not use the same technique. TCAS had no idea he was still planning on leveling at 10,000 feet, and issued us an RA.

I've been briefing my FO's on using Vertical Speed to alleviate excessive closure rates. I think that other pilots must be figuring it out and doing the same. I think it was self correcting as I haven't heard of others having the same experience as we did.

**Synopsis**

Air carrier Captain reported receiving a TCAS RA related to an abnormally high climb rate associated with very lightly loaded aircraft because of the COVID-19 pandemic.
Narrative: 1

Working to close, we are given 2 antiseptic wipes for equipment, no wipes for work areas, ready rooms. In product sort instead of spreading people out, they are putting everybody together in a section. If anyone contracts virus it’s very possible to spread.
ACN: 1737824 (173 of 196)

Time / Day
Date: 202003
Local Time Of Day: 1801-2400

Place
Locale Reference.ATC Facility: ZZZ.ARTCC
State Reference: US
Altitude.MSL.Single Value: 11000

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

Person
Reference: 1
Location Of Person.Facility: ZZZ.ARTCC
Reporter Organization: Government
Function.Air Traffic Control: Enroute
Qualification.Air Traffic Control: Fully Certified
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 12
ASRS Report Number.Accession Number: 1737824
Human Factors: Distraction
Human Factors: Workload
Human Factors: Confusion

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

Assessments
Contributing Factors / Situations: Airspace Structure
Contributing Factors / Situations: Procedure
Primary Problem: Procedure
**Narrative: 1**

Aircraft X going to ZZZ was at 110 10 miles west of ZZZ1. We need to miss Area X sectors because they are closed because of coronavirus. ZZZ approach wants them at 110 and they will miss airspace. I had another aircraft 7 miles in front of Aircraft X they took down. I called them with handoff because they weren't taking it. Controller claims I was flashing at wrong sector but we only flash to X. I then asked for lower, Controller said unable and to switch the aircraft. Aircraft X came back after 30 seconds and I switched again but they violated Sector X because we aren't allowed to get lower. ZZZ approach idea that they will descend doesn't ensure anything. Dumb procedure for this unusual time.

**Synopsis**

Center Controller reported unusual traffic flows due to COVID-19 and its effect on the normal workload.
Time / Day

Date: 202003
Local Time Of Day: 1201-1800

Place

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

Aircraft

Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Nav In Use: GPS
Flight Phase: Final Approach
Route In Use: Direct
Airspace.Class B: ZZZ

Person

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1737774
Human Factors: Distraction
Human Factors: Other / Unknown

Events

Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result.General: None Reported / Taken

Assessments

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

Narrative: 1
Warning strap on R1 door still armed after L1 door opened. Girtbar was disarmed on R1.

We had a medical emergency during the flight, medics were meeting the plane. I will say there is an overwhelming sense of anxiety felt by all the flight crew due to the coronavirus and the danger of our jobs and being exposed. Along with as a reserve working a lot due to the absences of flight attendants so definitely a little fatigued. After disarming L1 and moving to look at the R1 door was disarmed I could see clearly that the R1 girtbar was disarmed thought I saw the warning strap up but thinking now my D Flight Attendant was tossing her gloves she used to disarm the girtbar and it must of blocked my view enough not to notice the other side of the warning strap.

Once it was noticed the D Flight Attendant moved the warning strap to the disarmed position.

Everyone is using gloves to disarm doors for fear of getting infected with the coronavirus so we need to keep gloves on and the D Flight Attendant should move clearly out of the way so the A Flight Attendant can see. Then toss gloves after.

**Synopsis**

Flight Attendant reported not following procedures during the disarming of doors after the arrival and stated distraction and anxiety about COVID-19 contributed to the event.
Time / Day
Date: 202003
Local Time Of Day: 1801-2400

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

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: First Officer
Qualification.Flight Crew: Air Transport Pilot (ATP)
ASRS Report Number.Accession Number: 1737730
Human Factors: Other / Unknown

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Crew
When Detected: Pre-flight
Result.General: None Reported / Taken

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

Narrative: 1
I worked Flight ABC out of ZZZZ, and operated out of a remote gate. The flight was full, and I was forced to ride on a packed bus to the plane from the gate crammed in with all of the passengers on my flight. This made me extremely uncomfortable given that we are putting ourselves at a much higher risk of being exposed [to the Coronavirus] during a 4
day trip rather than staying at home. Crew should be given dedicated transport to airplanes at remote gates separated from passengers.

**Synopsis**

First Officer reported concerns with having to ride a bus full of crammed passengers from the gate to the aircraft increasing their risk of being exposed to Coronavirus.
Recently a decision was made to limit the number of employees on the bus to provide more space in order to contain the spread of COVID-19 virus to our employees. While this is helpful and proactive it falls short of CDC guidelines which limits crowds to no more than 10. Furthermore the 6 feet separation guideline for social distancing is impossible.

Ground employee reported the employee bus carries more than 10 passengers and 6 feet social distancing separation is impossible.
I reported to work today for the swing shift. Before coming in, the facility had restarted oceanic traffic with the exception of ZZZ airspace. ZZZ airspace was only going to be staffed due to the Coronavirus situation "As Needed." This meant that any overflight traffic was restricted to flying around ZZZ radar volume as the airspace is not going to be staffed. As a result, aircraft would be inconvenienced and rerouted around a 360 NM diameter of airspace.

We regularly when there are radar outages at ZZZ, put the higher altitudes (Usually FL320
and above) into the ATOP system allowing the ATOP controller to work that airspace volume. This operation allows overflights to fly through ZZZ utilizing NON RADAR rules at the higher altitudes. This operation would allow the airspace to be used without inconveniencing the aircraft operating there. This was suggested but rejected by the union for unknown reasons. Then Sector X could be staffed as needed for the approach into ZZZ purposes only.

**Synopsis**

Center Controller reported that under-staffing due to COVID-19 has resulted in numerous aircraft reroutes.
**Time / Day**
- Date: 202003

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

**Aircraft**
- Reference: X
- ATC / Advisory: Ramp: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Parked

**Component**
- Aircraft Component: Aircraft Furnishing
- Aircraft Reference: X
- Problem: Improperly Operated

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1737462
- Human Factors: Communication Breakdown
- Human Factors: Other / Unknown
- Human Factors: Troubleshooting
- Communication Breakdown: Party1: Flight Attendant
- Communication Breakdown: Party2: Other
- Communication Breakdown: Party2: Ground Personnel

**Events**
- Anomaly: Aircraft Equipment Problem: Less Severe
- Anomaly: Deviation - Procedural: Published Material / Policy
- Detector: Person: Flight Attendant
- When Detected: Aircraft In Service At Gate
- Result: General: None Reported / Taken

**Assessments**
Contributing Factors / Situations: Aircraft
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Primary Problem: Company Policy

Narrative: 1

When we did our safety checks on first flight out of ZZZ, we found no disinfectant wipes. I requested them immediately and none ever came. We had approximately 10 alcohol wipes for the whole flight to ZZZ1, [a] 3 hour 30 minute flight. When we arrived to ZZZ1, we were on same airplane back to ZZZ. When cleaners came on I asked them if they had any disinfectant wipes or alcohol wipes, they said no. I asked if they had disinfectant spray, they said no. The cleaners came on the airplane with a vacuum cleaner and garbage bags. They did not clean the bathrooms nor fill up the empty tissue boxes.

Synopsis

Flight Attendant reported lack of disinfectant wipes and cleaning agents on the round trip flight.
My concern follows the global pandemic that is currently at hand (Coronavirus) and the current cleaning processes that are taking place at the Operations Center that affects our health.

1) X floor has had no disinfectant wipes now for two consecutive midnight shifts.

2) Only one hand sanitizer has been placed on X floor near the elevators, none anywhere else once you enter the doors.

3) During midnight shifts on [date] and [date] I have seen the same building attendant use a rag on a stick to dust and clean all monitors, desks areas, and even the floors...without ever changing the rag. This cannot be sanitary or help impede the spread of the Infectious virus.
Dispatcher reported a lack of personal protection equipment and improper cleaning and sanitizing of the dispatchers' office.
**ACN: 1737116 (180 of 196)**

**Time / Day**
- Date: 202003
- Local Time Of Day: 1801-2400

**Place**
- Locale Reference, ATC Facility: ZZZ.Tower
- State Reference: US
- Altitude, AGL, Single Value: 1500

**Environment**
- Flight Conditions: VMC
- Light: Night

**Aircraft**
- Reference: X
- ATC / Advisory, Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size, Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Nav In Use, Localizer/Glideslope/ILS: Runway XX
- Flight Phase: Final Approach

**Person : 1**
- Reference: 1
- Location Of Person, Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function, Flight Crew: Captain
- Function, Flight Crew: Pilot Flying
- Qualification, Flight Crew: Air Transport Pilot (ATP)
- ASRS Report Number, Accession Number: 1737116
- Human Factors: Distraction

**Person : 2**
- Reference: 2
- Function, Flight Crew: First Officer
- Function, Flight Crew: Pilot Not Flying
- Qualification, Flight Crew: Air Transport Pilot (ATP)
- ASRS Report Number, Accession Number: 1737128
- Human Factors: Distraction

**Events**
- Anomaly, Deviation - Altitude: Excursion From Assigned Altitude
- Anomaly, Deviation - Procedural: Clearance
- Anomaly, Inflight Event / Encounter: Unstabilized Approach
Anomaly. Inflight Event / Encounter: CFTT / CFIT
Detector. Person: Flight Crew
When Detected: In-flight
Result. Flight Crew: Became Reoriented
Result. Flight Crew: Requested ATC Assistance / Clarification
Result. Flight Crew: Executed Go Around / Missed Approach
Result. Air Traffic Control: Provided Assistance
Result. Air Traffic Control: Issued New Clearance

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

Narrative: 1
During night visual conditions crew accepted vectoring for visual approach with ILS BACKUP which is second option to straight in ILS to Runway XX in ZZZ. Instead of long downwind vectoring ATC queried crew if Runway was in sight, then cleared for approach. Crew turned base, but dim runway lights initially contributed to crew not descending in a timely matter. After lights were turned up crew determined stabilized approach could not be achieved and performed a go-around. Tower cleared crew to enter downwind and crew kept runway in sight while climbing to 3,000 feet AGL. On descending base turn crew got momentary EGPWS terrain warning and started nighttime terrain procedure. Warning silenced within 2-3 seconds. Normal landing was made. Crew debriefed extraordinary threats to mental distraction due to Coronavirus events. Captain had flown 5 straight days and was further distracted by family situation involving extraordinary airline operations.

Narrative: 2
During night VMC the crew accepted controlled vectors to visual backed up by ILS which is second option to Runway XX in ZZZ. ATC asked if runway in sight and cleared us for the approach. The lights were very dim and we also had a momentary false capture of the GS. Immediately requested lights turned up by Tower, but crew determined we were unable to achieve a stable approach. Upon go-around Tower cleared us to the downwind and we climbed to 6,000 MSL. Upon initial descending turn to base we got momentary EGPWS terrain warning an immediately executed terrain procedure. Warning went away immediately. Normal landing achieved. Captain and I debriefed all threats and distractions especially due to Coronavirus and impact on our company, careers and families.

Synopsis
Air carrier flight crew received a momentary EGPWS terrain warning while turning base on a nighttime visual approach. The flight continued to a safe landing. The crew noted that distraction due to the COVID-19 pandemic, its impact on the company, and family concerns contributed to the event.
ACN: 1737091 (181 of 196)

Time / Day
Date: 202003
Local Time Of Day: 1801-2400

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

Aircraft
Reference: X
Make Model Name: Any Unknown or Unlisted Aircraft Manufacturer
Airspace.Class A: ZZZ

Person
Reference: 1
Location Of Person. Facility: ZZZ.ARTCC
Reporter Organization: Government
Function. Air Traffic Control: Supervisor / CIC
Qualification. Air Traffic Control: Fully Certified
ASRS Report Number. Accession Number: 1737091
Human Factors: Communication Breakdown
Human Factors: Workload
Communication Breakdown. Party1: ATC
Communication Breakdown. Party2: ATC

Events
Anomaly. ATC Issue: All Types
Detector. Person: Air Traffic Control
Result. Air Traffic Control: Provided Assistance

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

Narrative: 1

I came on duty at XA:00 local. I was assigned the CIC (Controller In Charge) position because the day Supervisor was at 10 hours and needed to be relieved. At the time, I observed sector XX and sector XY both alerted red and over their map values. At this time we were providing spacing to ZZZ and ZZZ1 airports. We were also spacing JXXX and VXXX route spacing going to the north. Those are our main 2 airways going to the north. The outgoing Supervisor asked the STMC (Supervisor Traffic Management Coordinator) for verification that it was for all aircraft. It was noted that we needed help from ZZZ1 ARTCC with this and the STMC agreed.

Along with all of this, we were rerouting ZZZ2, ZZZ3, and ZZZ4 traffic. All aircraft inbound
to our airspace needed to be rerouted. Again, the STMC was made aware that we needed help with this. In addition to all of this, we were required to tuck aircraft going to ZZZ5, ZZZ3, ZZZ6, ZZZ7, ZZZ8, ZZZ9, ZZZ10, ZZZ11, ZZZ12, ZZZ13, ZZZ4, ZZZ14, ZZZ15, ZZZ16, and ZZZ17. Again, we were getting no help with this from adjacent sectors and facilities. AGAIN, the STMC was made aware of this and agreed to help.

I advised surrounding area supervisors that we needed help and told them what we needed. The supervisors either didn’t convey the information or the controllers were not complying, but no one around us was helping with these routes or altitude restrictions. I also advised the STMC that we needed this slowed down ASAP because the amount of work placed on us was unacceptable. While this was all going on, both sectors YY and XX were still alerted red and over their guideline numbers. The Controller at sector XX shut off ZZZ1 ARTCC ZZZZZ sector due to airspace saturation. The amount of work he had to do with the amount of airplanes was overwhelming and he made the right decision. At this point, I had a CPC (Certified Professional Controller) d-side along with another Controller to get the radar Controller out since he was up for break and the OM all standing over the sector.

Take note that we are supposed to be practicing social distancing due to the COVID-19 outbreak in which ZZZ ARTCC management is completely disregarding I had 4 people within 4 feet of one another looking at an overloaded sector. UNACCEPTABLE! I pulled the OM (Operations Manager) aside and expressed my concern with this completely unsafe situation our area was placed in and manager agreed. Again, I told the OM that this needs to stop and be slowed down. For our area to be placed under this much extra work along with overloading sectors is completely unacceptable and reckless. Completely unsafe!

How about Management and TMU (Traffic Management Unit) need to abide by the sector guideline numbers and stop overloading sectors. The more restrictions placed on a sector, the lower the guideline number needs to be. You can't overload sectors along with a page full of restrictions and expect it to remain safe. The fact that we had this many restrictions placed upon us with ZERO help is just reckless.

**Synopsis**

Center Controller In Charge reported an unacceptable workload was placed on the facility which resulted in controllers being unable to practice social distancing at the facility.
Time / Day
Date: 202003
Local Time Of Day: 1201-1800

Place
Locale Reference.Airport: ZZZ.Airport
State Reference: US
Altitude.AGL.Single Value: 800

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Nav In Use: GPS
Flight Phase: Final Approach
Route In Use: Direct
Airspace.Class B: ZZZ

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Flying
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
ASRS Report Number.Accession Number: 1737008
Human Factors: Communication Breakdown
Human Factors: Distraction
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Flight Crew

Events
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Inflight Event / Encounter: Unstabilized Approach
Detector.Person: Flight Crew
When Detected: In-flight
Result.Flight Crew: Became Reoriented

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

Narrative: 1

We were established on a long final for Runway X with gear down and flaps at 5 due to being brought in a bit high and fast earlier. We were told 180 kts to the bridge. At 1,200 feet above the field the Pilot Monitoring who was the First Officer said, "Do you want more flaps?" I realized at that moment that I was pondering the economics of this virus on our airline, and thinking about my fears of a furlough. Had the First Officer not said something I really don't know how long I would have remained distracted. We finished configuring and were stable and configured by 800 feet AGL.

I never imagined that I would be able to be distracted at such a vital time. I thought myself too focused and professional to allow that. Apparently this situation plays on my mind and concerns more than I realized. Just being aware of this threat is vital. I wish I could warn everyone that this can happen. There is so much nonstop doom and gloom and fear coming at us from all directions, I must be aware of the threat and stay focused.

Synopsis

Air Carrier Captain reported that concerns about COVID-19 and possible furlough resulted in an unstabilized approach.
ACN: 1736933 (183 of 196)

**Time / Day**

Date: 202003

**Place**

Altitude.AGL.Single Value: 0

**Aircraft**

Reference: X
Make Model Name: No Aircraft

**Person**

Reference: 1
Location Of Person: Gate / Ramp / Line
Reporter Organization: Air Carrier
Function.Ground Personnel: Gate Agent / CSR
ASRS Report Number.Accession Number: 1736933
Human Factors: Other / Unknown

**Events**

Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Gate Agent / CSR
Result.General: None Reported / Taken

**Assessments**

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

**Narrative: 1**

Every computer keyboard at every gate I have worked in Terminal X is filthy. What happened to being deep cleaned, as the government has recommended. We cannot clean between the keys, we only have wipes. Sprays and wipes are not enough, air cans will not work. We are touching them constantly, they need to be cleaned for employee safety.

**Synopsis**

Gate Agent reported computers at this company's terminal need a deep cleaning for employee safety. The only cleaning items currently available are wipes.
ACN: 1736891  (184 of 196)

Time / Day
Date : 202003

Place
Altitude.AGL.Single Value : 0

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

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1736891
Human Factors : Situational Awareness
Human Factors : Other / Unknown
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Other

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

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

Narrative: 1
We have a world pandemic and for the last week of flying I have been unable to attain ANY Sani-Com cleaning towels, Purell or other cleaning wipes at ZZZ flight Ops or other
airports during my trips. We need these to continue to perform our jobs with confidence and safety. Please address the supplying of these as quickly as possible.

**Synopsis**

Air Carrier Captain reported being unable to obtain hand sanitizers at base and throughout other company locations.
With the spread of the COVID-19 virus still spreading throughout the world, we here at Company need to do our part to help stop the spread of the virus to each other, our families, friends and the communities we live in. After looking at all the time clock areas I noticed that there are no hand sanitizing stations there. We hourly employees have to use our hands to clock both in and out and that's just another potential point of contact for the spread of the virus and not just at our time clocks but also point of entry to the sterile work areas including the ramp. Today when I asked for a hand sanitizing wipe packet, the person behind the equipment counter said they were all out and they didn't have any alcohol wipes either.

**Synopsis**

Ground employee reported the lack of sanitizing agents especially in the clock in/out areas.
ACN: 1736437 (186 of 196)

Time / Day
Date: 202003
Local Time Of Day: 0001-0600

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

Environment
Light: Dawn

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Function.Flight Crew: Pilot Not Flying
Qualification.Flight Crew: Multiengine
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Instrument
Experience.Flight Crew.Last 90 Days: 544
ASRS Report Number.Accession Number: 1736437
Human Factors: Other / Unknown
Human Factors: Communication Breakdown
Human Factors: Confusion
Communication Breakdown.Party1: Flight Crew
Communication Breakdown.Party2: Other
Communication Breakdown.Party2: Ground Personnel

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

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

**Narrative: 1**

Due to the world pandemic, national health emergency, and concept of social distancing, I decided for the safety of our passengers and flight attendants not to do a cabin service during our flight. I had the same flight attendants the day before and we discussed how we could best, and safely, manage our long flight to ZZZ1. As I approached the ZZZ Operations Agent, I presented the idea to him and asked him if he was comfortable making an announcement to the passengers to encourage the purchase of drinks or snacks as needed for the long flight. He seemed to understand and was willing to make an announcement.

Once down the jetway, I was approached by two ZZZ station managers who expressed concerns with it not being company policy and that it might panic our passengers. I assured them that I understood and if they were not comfortable making the announcement, that was fine. One of them suggested that a modified announcement could be made to encourage getting something to eat for the long flight. I agreed and said it was their call on how to handle it. During my preflight preparations for the flight to ZZZ1, I received a call from the Chief Pilot on call. He asked if I had permission from someone at Company for what I was doing.

I shared with him the timeline of how over the last four days I had tried to get Company approval, and also discussed my reasoning. He did not agree and said it was not Company policy. I reminded him that this was a national emergency. My understanding of the conversation’s conclusion was that I have Captain’s authority to do what is safe for the flight, but need to be ready to explain what I did. I told him that I understood. The flight to ZZZ1 was uneventful and we passed out cans of water at the halfway point. The passengers seemed very appreciative of our efforts and approach to the pandemic upon deplaning.

**Synopsis**

Air Carrier Captain reported the crew made the decision to suspend in-flight service for COVID-19 social distancing reasons contrary to company policy.
Aircraft arrived to our facility. The aircraft was not out of service and there was no routine maintenance due. At some point we heard a call come across the radio and the Supervisor replied. We heard the flight crew say that they came off of the plane and wanted to make sure that it was known that the aircraft had a "Corona Issue" and that was the reason it was staying overnight. I heard the Supervisor ask the flight crew if they wrote anything in
the AML (Aircraft Maintenance Log), and the crew replied that they have been instructed not to put items like this in the AML.

After hearing this I inquired with the Supervisor, and he told me that he knew nothing about it except that it would be staying here for a "deep clean." I made some phone calls to find out what our procedure is supposed to be for assigning guys on an aircraft with a known Corona issue, where management told us that it wasn't a Corona issue, but just someone that had a fever. I asked if they can say with 100% certainty that it was not Corona, and was told no. I spoke to our shift manager and asked if we could get the overnight maintenance deferred as I don't think there is a clear procedure in place on how to handle an aircraft like this. At this point we deferred the overnight maintenance.

I would suggest there being better communication about any issues that would even remotely suspect a Corona contamination, there are too many unknowns out there to just put crew members at risk of contracting this virus, and I also think there should be a written policy in place on what precautions we need to take while handling a situation such as this one, and I also think there should be a write up in the AML of any potential "Corona Issues," especially so there would be something in writing when an aircraft like this is going to affect more than one shift.

Synopsis

Maintenance Technician reported an aircraft arrived at the facility as a result of a "Corona issue" and needed deep cleaning. The Maintenance Technician reported that there are no policies in place for this issue.
**ACN: 1736305**  (188 of 196)

**Time / Day**
- Date: 202003

**Place**
- Altitude.AGL.Single Value: 0

**Environment**
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Parked
- Cabin Lighting: High

**Person : 1**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Deplaning
- Reporter Organization: Air Carrier
- Function.Flight Attendant: Flight Attendant In Charge
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1736305
- Human Factors: Distraction
- Human Factors: Other / Unknown
- Human Factors: Situational Awareness
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Attendant
- Communication Breakdown.Party2: Flight Attendant

**Person : 2**
- Reference: 2
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Deplaning
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1736314
- Human Factors: Situational Awareness
- Human Factors: Other / Unknown
Narrative: 1

After we arrived in ZZZ, we left XX passengers on the plane before the next crew was at the aircraft. We left for our next flight. We had a medical incident onboard during the flight. While our CRM was effective, there were many decisions to be made. While our country is currently in a national emergency, any serious medical event leads to uncertainty. All three flight attendants were in constant communication with the Captain. At first we were told no passengers could leave the aircraft when we landed. We had passengers who were aware of the situation and wanted to be involved. Of course our first priority was the safety of our passengers and crew, we also were aware of the effect any decision would have on the company. After discussion with Station Ops and Dispatch, the Captain was instructed to not hold the passengers, and that the aircraft would be cleaned upon arrival. We also spent the entire flight containing the incident so all passengers felt at ease about their safety. I felt we were successful. However, in this coronavirus environment, it was very stressful and we had to remain calm and in control. We were dealing with many different situations and important decisions during the flight.

Narrative: 2
After the deplaning of Flight XYZ from ZZZ to ZZZ1, the one of the crew members failed to stay with the XX through passengers. During this flight, we encountered many distractions including a passenger that vomited in the forward lav and we alerted the Captain due to the national concern over the scare of the coronavirus. The crew maintained excellent CRM skills when communicating with the flight deck. The flight deck notified medical service and Dispatch. I was also comforting a woman who was flying to see her gravely ill mother.

**Narrative: 3**

During the deplaning process on Aircraft X, the crew failed to stay with the aircraft with XX thru passengers on board. We had an incident on board where a passenger had vomited in the forward lav. We alerted the Captain because of the concern about the national emergency over the concerns of the spread of Coronavirus. He asked if we knew who it was that was sick, I was [not] sure. He said we may have to keep everyone on board until we know who it was. I informed the Captain that I didn't know who it was and as a precaution we took the forward lav out of service. We were very concerned about the Coronavirus and the possibility of contamination. The Captain called Station Ops and Dispatch to ask what action we should take. They advised us to have Ground Operations meet the aircraft to clean it. We also had an upset passenger on board who had just lost her mother.

**Synopsis**

Flight Attendants reported concerns about a sick passenger in their flight.
**ACN: 1736278 (189 of 196)**

**Time / Day**
- Date: 202003
- Local Time Of Day: 1801-2400

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size. Number Of Crew: 2
- Operating Under FAR Part: Part 91
- Flight Plan: IFR
- Mission: Ferry
- Airspace. Class A: ZZZ

**Person**
- Reference: 1
- Location Of Person: Company
- Reporter Organization: Air Carrier
- Function.Dispatch: Dispatcher
- Qualification.Dispatch: Dispatcher
- ASRS Report Number. Accession Number: 1736278
- Human Factors: Workload
- Human Factors: Distraction

**Events**
- Anomaly.Deviation - Procedural: Weight And Balance
- Anomaly.Deviation - Procedural: Published Material / Policy
- Anomaly.Deviation - Procedural: FAR
- Anomaly.Inflight Event / Encounter: Fuel Issue
- Detector.Person: Dispatch
- When Detected: In-flight
- Result.Flight Crew: Diverted

**Assessments**
- Contributing Factors / Situations: Company Policy
- Contributing Factors / Situations: Environment - Non Weather Related
- Contributing Factors / Situations: Human Factors
- Contributing Factors / Situations: Incorrect / Not Installed / Unavailable Part
- Contributing Factors / Situations: Staffing
- Primary Problem: Ambiguous

**Narrative: 1**

Due to the extremely high workload I overlooked a closed runway on this reposition flight that was put on my desk from a Dispatcher last second. With over 40 flights on my desk plus the 5 flights I accepted in the passdown there is an absolute need for more dispatchers. Our flight loads continue to grow each and every day with no extra help! With the COVID-19 outbreak I received over 20 zero fuel weight resets throughout the day because of the increasing number of "no show" passengers. I also received just as many if
not more calls from the stations of those flights telling me that there was "no shows." Phone calls and workload have tripled due to this and it has shown over the course the of the past few days that we need more dispatchers to:
1: Reduce workload stress
2: Reduce pressure on dispatchers
3: Continue to comply with FARs/Safety regulations to give crews and guest our best service

Aircraft X was dispatched to a NOTAMed closed runway that was overlooked at scheduled ETA. This was a Part 91 Re-position flight for scheduled maintenance in ZZZ. Aircraft X diverted to ZZZ1 where crew waited until runway re-opened in ZZZ to depart ZZZ1.

Synopsis
Dispatcher reported a NOTAM runway closure was overlooked due to the increased workload created by the COVID-19 pandemic.
ACN: 1735831 (190 of 196)

Time / Day
Date: 202003

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

Environment
Light: Daylight

Aircraft
Reference: X
ATC / Advisory. Ramp: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Nav In Use: GPS
Flight Phase: Cruise
Route In Use: Direct
Airspace.Class A: ZZZ
Cabin Lighting: Off

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Door Area
Cabin Activity: Boarding
Cabin Activity: Service
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1735831
Human Factors: Other / Unknown

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

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

**Narrative: 1**

Past 3 days have been very trying. Passengers are able to board the planes ill. Coughing, sneezing, even having the appearance of being ill. I am at the end of my 3 Day and instead of looking forward to going home, I am reluctant in that I may be bringing the virus home to my family. Please see if the company can have CDC (Center for Disease Control) come out and have crew members tested in base. Crew members are around hundreds of people a day and could very well be transmitting the virus to others. Please let me know when and how this necessary procedure could be implemented to best serve our customers and each other. Thank you.

**Synopsis**

Flight Attendant reported ill passengers on the flight and was concerned regarding lack of COVID-19 testing for the crew.
**ACN: 1734918 (191 of 196)**

**Time / Day**
- Date: 202003
- Local Time Of Day: 1801-2400

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

**Environment**
- Flight Conditions: VMC

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Commercial Fixed Wing
- Crew Size.Number Of Crew: 3
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Nav In Use: FMS Or FMC
- Nav In Use: GPS
- Flight Phase: Cruise
- Route In Use: Direct

**Person**
- Reference: 1
- Location Of Person: Company
- Location In Aircraft.Other
- Reporter Organization: Air Carrier
- Function.Dispatch: Dispatcher
- Qualification.Dispatch: Dispatcher
- ASRS Report Number.Accession Number: 1734918
- Human Factors: Time Pressure
- Human Factors: Training / Qualification
- Human Factors: Confusion

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- When Detected: Aircraft In Service At Gate
- When Detected: In-flight
- Result.General: None Reported / Taken

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

Narrative: 1

Aircraft X had an escalation of cause and concern when an unidentified passenger of the flight was seen coughing and blowing mucus from the nose while at the gate area.

A flight attendant on Aircraft X noticed a passenger coughing and blowing mucus from the nose. This flight attendant working the flight has a friend in [Management] and decided to call them. While enroute the Sector Manager alerted me that there is a belief that a passenger onboard may have symptoms of COVID-19 and the flight may be met at the gate by CDC (Center for Disease Control) agents. This of course necessitated an immediate call to the Captain operating the flight to ensure he and the flight deck crew were in the loop that his flight was possibly under suspicion of carry a passenger with COVID-19. The Captain called the lead Purser of the flight attendants and asked for an update. They said the passenger seemed fine now. The Captain confirmed through ACARS messaging and SATCOM updates that no preventative action was required. The flight arrived safely into ZZZ as scheduled and no CDC agents met the flight.

We had a bit of a communication breakdown as misinformation caused misunderstandings. It was initially believed a flight attendant called Medlink or [Operations Control] expressing concern for passenger. This was not the case. The Sector Manager approached me with updates and informed me of CDC personnel can be expected to approach the aircraft once it reached the gate. Fortunately this did not materialize as it turned out to be a false alarm. We are going to need more information on what policies or procedures may be implemented and how can we protect a passenger if they are falsely accused of having COVID-19. And if a passenger does have it and it is known how will the passengers onboard be informed and how will suspected COVID-19 infected passenger be safely removed from the aircraft? Will the aircraft be subject to quarantine? Will the flight be isolated from terminal and remotely parked? A lot of unanswered questions. [Operations Control] is making serious efforts to address the issue with a newly dedicated support team however this information in [publication] came out the day this event actually transpired and I was unable to use that service as recommended. We can expect an escalation of these COVID-19 incidents, especially in the next two months.

Synopsis

Dispatcher reported there was concern and confusion regarding an ill passenger due to the lack of defined policy and procedures for situations involving COVID-19.
Time / Day
Date: 202003
Local Time Of Day: 0601-1200

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size.Number Of Crew: 3
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

Component
Aircraft Component: Cabin Furnishing
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function.Flight Crew: Captain
Qualification.Flight Crew: Instrument
Qualification.Flight Crew: Air Transport Pilot (ATP)
Qualification.Flight Crew: Multiengine
Experience.Flight Crew.Total: 10346
Experience.Flight Crew.Last 90 Days: 150
Experience.Flight Crew.Type: 575
ASRS Report Number.Accession Number: 1734850
Human Factors: Other / Unknown
Human Factors: Troubleshooting

Events
Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Crew
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result.General: None Reported / Taken

Assessments
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Airport
Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Environment - Non Weather Related
Primary Problem : Ambiguous

**Narrative: 1**

We arrived at the airplane in ZZZZ and shortly afterwards the Purser informed me that the gloves were missing from the Customer Service Kit. We called the station and requested additional gloves to be brought out to the airplane. A few minutes later a representative from ZZZZ came out to personally apologize and she informed me that the station was not equipped with any extra gloves. I discussed this with my crew and the flight attendants who informed me that they still had gloves in their possession from the previous flight, so it was decided that they had enough gloves to get them back to ZZZ. With the outbreak of the COVID-19 and the precautions that all employees are taking, I was surprised at the lack of basic supplies to help everyone follow our current procedures. Please pass along my suggestions that would ask the company to ensure adequate supplies be available.

Enroute to ZZZ, the Customer Kit was written up so that the missing gloves could be provisioned.

**Synopsis**

Air Carrier Captain reported there were no protective gloves on the aircraft nor available at the station.
**ACN: 1734659** (193 of 196)

**Time / Day**
- Date: 202003
- Local Time Of Day: 0601-1200

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

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

**Component**
- Aircraft Component: Aircraft Furnishing
- Aircraft Reference: X
- Problem: Improperly Operated

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Flight Deck
- Reporter Organization: Air Carrier
- Function.Flight Crew: Captain
- Qualification.Flight Crew: Instrument
- Qualification.Flight Crew: Air Transport Pilot (ATP)
- Qualification.Flight Crew: Multiengine
- ASRS Report Number.Accession Number: 1734659
- Human Factors: Communication Breakdown
- Human Factors: Other / Unknown
- Communication Breakdown.Party1: Flight Crew
- Communication Breakdown.Party2: Other
- Communication Breakdown.Party2: Ground Personnel
- Communication Breakdown.Party2: Maintenance

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
- Anomaly.Deviation - Procedural: Published Material / Policy
- Detector.Person: Flight Crew
- When Detected: Aircraft In Service At Gate
- Result.General: None Reported / Taken
Assessments
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Procedure
Primary Problem: Ambiguous

Narrative: 1
On preflight of crew O2 masks the only available means of sanitizing the masks was SaniWipes. SaniWipes have been determined not to be effective against COVID-19 virus. CFR 135.89 requires use of O2 mask if one pilot leaves flight station above 25,000 feet MSL. Adequate means of sanitizing the masks is required.

Adequate means of sanitizing masks is required ASAP.

Synopsis
Air Carrier Captain reported the only available means to clean the crew O2 mask was to use SaniWipes, which are reportedly inadequate.
ACN: 1733973 (194 of 196)

Time / Day
Date: 202003
Local Time Of Day: 0001-0600

Place
Altitude.AGL.Single Value: 0

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

Component
Aircraft Component: Drinkable/Waste Water Syst
Aircraft Reference: X
Problem: Failed

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Lavatory
Cabin Activity: Service
Cabin Activity: Safety Related Duties
Cabin Activity: Deplaning
Cabin Activity: Boarding
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1733973
Human Factors: Other / Unknown
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Maintenance
Communication Breakdown.Party2: Other
Communication Breakdown.Party2: Ground Personnel

Events
Anomaly.Aircraft Equipment Problem: Less Severe
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
When Detected: Taxi
When Detected: In-flight
When Detected: Routine Inspection
Result.General: None Reported / Taken
**Assessments**

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

**Narrative: 1**

Walking down the jet bridge my crew and I were met by the inbound crew who informed us that the aircraft did not have running water in both main cabin bathrooms. They were informed by Maintenance that the aircraft was to be taken out of service when it reached ZZZ, so they were surprised to see the flight going immediately back out. In light of the recent spread of COVID-19, I was concerned and uncomfortable to be working on an aircraft in which main cabin passengers would not be able to wash their hands. I informed the Captain and the Gate Supervisor that we were uncomfortable with this situation. Supervisor informed me she was calling the Tower and also asked the cleaners to bring hand sanitizer. No one attempted to discuss the situation any further with me, and boarding began. We departed for ZZZ1 with one working sink.

While I understand on-time performance is very important, I think protecting customers and crewmembers should be of higher priority. We've been told repeatedly that the best thing to prevent the spread of COVID-19 is to wash your hands with soap and water. The water should have been fixed, or another aircraft should have been substituted.

**Synopsis**

Flight Attendant reported the aircraft departed with one working lavatory sink which impacted the ability of crew and passengers to wash their hands to help prevent the spread of COVID-19.
ACN: 1733947  (195 of 196)

Time / Day
Date : 202003
Local Time Of Day : 0601-1200

Place
Altitude.AGL.Single Value : 0

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

Component
Aircraft Component : Drinkable/Waste Water Syst
Aircraft Reference : X
Problem : Failed
Problem : Malfunctioning

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Lavatory
Cabin Activity : Service
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1733947
Human Factors : Communication Breakdown
Human Factors : Other / Unknown
Human Factors : Troubleshooting
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Maintenance
Communication Breakdown.Party2 : Ground Personnel

Events
Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
When Detected : Pre-flight
When Detected : Aircraft In Service At Gate
When Detected : Taxi
When Detected : In-flight
When Detected: Routine Inspection
Result: General: None Reported / Taken

Assessments

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

Narrative: 1

I worked two flights on tail Aircraft X with one AFT LAV sink inoperable. Although the sink in the other AFT LAV worked, neither LAVs had soap for crew and/or passengers to wash their hands. When we asked for soap, I was only provided with one extra bottle of alcohol-free hand sanitizer and SANI-COM wipes. Given the current Coronavirus pandemic, being able to properly wash hands for both crew and passengers is imperative. Being we had a five hour rolling delay due to a mechanical issue, soap easily could have been provided.

Provide crew and passengers with soap and working LAVs to wash their hands.

Synopsis

Flight Attendant reported one lavatory sink inoperative and no hand soap available on multiple flights.
With the recent concerns regarding COVID-19, I see two areas [where] we can make some improvements to enhance the Safety of our Passengers and Crew.

1. Wash your hands often with soap and water for at least 20 seconds, especially after coughing or sneezing. If soap and water are not available, use hand sanitizer. This is very hard to do in an aircraft lav. I would suggest, effective immediately, we place hand sanitizer (with the WHO recommended alcohol content) in all aircraft lavs at all times.

2. It appeared that starting about six months ago, Ground Ops would often open the potable water servicing door upon arrival (as opposed to when service was about to take place). Before COVID-19 this was more of just an inconvenience to through Passengers (no lav water in the sink) - now it is more of a safety issue; I would recommend Ground Ops disable the potable water during servicing for only the minimum amount of time required to complete servicing. Many thanks for taking the time to read this report.

Synopsis
Air carrier pilot gave suggestions to improve passenger safety during the COVID-19 pandemic.