

## ASRS Database Report Set

# Flight Attendant Reports

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Report Set Description.....A sampling of reports from Flight Attendants.

Update Number.....34.0

Date of Update .....February 27, 2019

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

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

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

National Aeronautics and  
Space Administration

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



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. 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 amplified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information represents the 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.

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

Becky L. Hooley, 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: 1610574 *(1 of 50)*

### Synopsis

Air carrier Flight Attendants reported the cabin crew was pressured to work the flight following a stressful medical event in the airport terminal involving another crew member.

ACN: 1610542 *(2 of 50)*

### Synopsis

Two air carrier Flight Attendants reported communication breakdown with Operations Agent regarding transport of battery powered "Segway".

ACN: 1610275 *(3 of 50)*

### Synopsis

B737-700 Flight Attendant reported confusing location of the aircraft cabin emergency exit lights.

ACN: 1607592 *(4 of 50)*

### Synopsis

Flight Attendant reported Bio Hazardous leak from lavatory 4LR into aft galley.

ACN: 1606406 *(5 of 50)*

### Synopsis

ERJ-175 Flight Attendant reported calling in "not fit to fly" because of fatigue, but was forced to work under threat of punitive action by the company.

ACN: 1606387 *(6 of 50)*

### Synopsis

Air carrier Flight Attendant reported unknowingly enter the TSA security checkpoint with a legally owned firearm in possession.

ACN: 1606375 *(7 of 50)*

### Synopsis

Air carrier Flight Attendant reported the first aid equipment was defective when needed for an ill passenger.

ACN: 1605869 *(8 of 50)*

### Synopsis

Three Flight Attendants reported severe turbulence on departure and an injury to one of the Flight Attendant.

ACN: 1605521 *(9 of 50)*

### Synopsis

B737 Flight Attendant reported dangerous situation during deplaning at trip termination due to ground power interruption.

ACN: 1605501 *(10 of 50)*

### Synopsis

Flight attendant reported an unclaimed bag was discovered when boarding the aircraft and security procedure was not followed.

ACN: 1604720 *(11 of 50)*

### Synopsis

Air carrier Flight Attendant reported a flood from the bathroom on the aircraft right after takeoff.

ACN: 1604036 *(12 of 50)*

### Synopsis

Flight Attendant reported severe turbulence and injury during climb out.

ACN: 1603421 *(13 of 50)*

### Synopsis

B737-700 Flight Attendant reported a passenger became enough of an issue that police met the aircraft at destination.

ACN: 1602741 *(14 of 50)*

### Synopsis

B737-800 Flight Attendant reported 2 dogs being brought onboard without proper paperwork or notification from the gate agent.

ACN: 1599595 *(15 of 50)*

### Synopsis

Flight Attendant reported finding two toy guns on the aircraft and wondered if the TSA planted the gun, or if it was a child's that was on the airplane.

ACN: 1599592 *(16 of 50)*

### Synopsis

Flight Attendant reported that another Flight Attendant became ill after consuming a cloudy drinking water.

ACN: 1599278 *(17 of 50)*

### Synopsis

Flight Attendant reported being in an unsafe situation and injured by another Flight Attendant's actions.

ACN: 1598784 *(18 of 50)*

### Synopsis

Flight Attendant reported not being informed in a timely manner or at crew briefing about turbulence reported along the flight path.

ACN: 1597648 *(19 of 50)*

### Synopsis

Flight Attendant reported the flight lost pressurization, some passengers fell ill, and the flight diverted.

ACN: 1597560 *(20 of 50)*

### Synopsis

Air carrier Flight Attendant reported that passengers were asked to reposition around the cabin to allow additional space for Law Enforcement Personnel.

ACN: 1596230 *(21 of 50)*

### Synopsis

Flight Attendant reported Gate Agent tagging passenger cabin rollerboards for cargo without inquiring status of Lithium Ion batteries.

ACN: 1596220 *(22 of 50)*

### Synopsis

Flight Attendant reported a negative interaction with the Captain.

ACN: 1595895 *(23 of 50)*

### Synopsis

Air Carrier Flight Attendant has written this report plus several others over service carts being placed on aircraft without operating brakes.

ACN: 1595876 *(24 of 50)*

### Synopsis

Air carrier recently changed show time for wide body aircraft and reduced the amount of time for flight attendants to conduct preflight safety checks. The flight had three infants

and the appropriate amount of infant life vest were not aboard the aircraft until brought by Maintenance.

ACN: 1595146 *(25 of 50)*

### Synopsis

Flight Attendant reported being denied access to their aircraft during a security check.

ACN: 1595134 *(26 of 50)*

### Synopsis

Two flight attendants reported cabin fumes led to a return to the departure airport and transport for medical evaluation.

ACN: 1594567 *(27 of 50)*

### Synopsis

Flight Attendant reported difficulty communicating safety-related information to several non-English speaking passengers.

ACN: 1591985 *(28 of 50)*

### Synopsis

A330 Flight Attendant reported most of the cabin crew and an unknown number of passengers experienced physical effects from fumes in the cabin during climb.

ACN: 1591919 *(29 of 50)*

### Synopsis

Flight Attendant reported the new cabin configuration prevented the cabin crew from assisting a passenger that had a medical issue in front of the aft lavatories.

ACN: 1591901 *(30 of 50)*

### Synopsis

Flight Attendant reported no set protocol and inadequate Biohazard kits in dealing with Biohazard fluids cleanup resulting from sick passenger's projectile vomiting episode.

ACN: 1591526 *(31 of 50)*

### Synopsis

CRJ-200 Flight Attendant reported a breakdown of procedures by airport medical personnel attempting to handle BioHazard fluid from a passenger injury.

ACN: 1591507 *(32 of 50)*



## Synopsis

B737-700 Flight Attendant reported a security issue with inaccurate passenger count procedure.

ACN: 1590462 *(33 of 50)*

## Synopsis

Flight Attendant reported the galley cart cannot be secured to block the flight deck for pilot breaks.

ACN: 1590290 *(34 of 50)*

## Synopsis

Flight attendant reported a security concern with a passenger filming a catering operation and not deleting the video.

ACN: 1589989 *(35 of 50)*

## Synopsis

B767 Flight Attendant reported a fuel odor in the cabin after arrival at the gate.

ACN: 1587785 *(36 of 50)*

## Synopsis

Air carrier Flight Attendant reported a diversion led to a lack of communication from flight crew and passengers remained onboard the aircraft 3 hours after landing with little to no information.

ACN: 1587344 *(37 of 50)*

## Synopsis

Flight Attendant reported arriving early to an airport, parking at a remote spot, and then finding out cockpit crew left the aircraft with everyone else onboard. Attendants had no way to communicate with ground personnel.

ACN: 1587343 *(38 of 50)*

## Synopsis

Off duty Flight Attendant reported being unable to see the B737 Max cabin safety demonstration because the passenger seats are too high.

ACN: 1587117 *(39 of 50)*

## Synopsis

A320 Captain reported returning to gate due to fuel smell reported by passengers and flight attendants.

ACN: 1586484 *(40 of 50)*

### Synopsis

Air carrier Flight Attendant reported finding a blanket in the oven during preflight.

ACN: 1586281 *(41 of 50)*

### Synopsis

Flight Attendant reported an unsafe situation relating to adding seats to the Boeing 757 and making it hard to exit the aircraft in an emergency evacuation.

ACN: 1586280 *(42 of 50)*

### Synopsis

Flight Attendant reported the Captain allowed a prisoner on the aircraft under conditions in violation of FARs and Company policy.

ACN: 1584466 *(43 of 50)*

### Synopsis

Two Flight Attendants reported strong fume odors in the aft galley.

ACN: 1584465 *(44 of 50)*

### Synopsis

B737 Flight Attendant reported experiencing extreme fumes in rear of main cabin and galley area.

ACN: 1584191 *(45 of 50)*

### Synopsis

B767 Flight Attendant reported both being unable to hear announcements and the new seating configurations make evacuation difficult.

ACN: 1584189 *(46 of 50)*

### Synopsis

B757 flight attendants reported pushback, taxi and takeoff occurred with minimal contact and time provided by the flight crew, and contrary to SOP.

ACN: 1583737 *(47 of 50)*

### Synopsis

A319 Flight Attendant reported feeling ill after being exposed to fumes in the cabin. Other flight attendants reported similar effects, and three of them went to the hospital.

ACN: 1583736 *(48 of 50)*

### Synopsis

B737-800 Flight Attendant reported not receiving the proper pre-takeoff warning from the cockpit.

ACN: 1582628 *(49 of 50)*

### Synopsis

Air carrier Flight Attendant reported a passenger disembarked the aircraft during boarding without permission and violated security protocol.

ACN: 1582351 *(50 of 50)*

### Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.

# Report Narratives

## Time / Day

Date : 201901

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft

## Person : 1

Reference : 1  
Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1610574  
Human Factors : Communication Breakdown  
Human Factors : Other / Unknown  
Human Factors : Fatigue  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1610576  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Human Factors : Fatigue  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate

## Assessments

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

## Narrative: 1

[Following] a medical emergency [involving a crew member in the airport terminal], we felt overwhelmed with stress and anxiety and Fatigue. The [Lead Flight Attendant] was on the phone with [her] team and her Supervisor explaining what occurred and we would not be safe to fly our evening departure. We, all crew members, also received calls from [Company] preventing proper rest before flight and ignored when told we were not fit to fly. We were asked to persuade others (bullied) to fly even when [we] felt it was a safety issue. [Another Flight Attendant] gave them a definite NO, [that] she was not safe to fly; we were scheduled to fly anyway.

## Narrative: 2

On our layover in a public bathroom I heard a loud noise and moans coming from the mens room. I knew Captain was the only one in there so I asked if he was OK and if I could come in. I yelled for the rest of my crew to come fast. I found Captain was on the floor, he had passed out and hit his head. When he came to he wanted to stand so we let him with support at which time he fainted again. I called 911 while the other crew members were assisting him prepared to perform CPR. He was going in and out of consciousness. We kept him alert talking to us until paramedics got there. He was taken by ambulance to the hospital. Our FO, #1 and #4 were there with me.

Our #1 contacted her supervisor immediately and the certs team. We were later in touch with our supervisor letting her know how shaken up we were. We were due to fly later that night. I asked if we could swap crews with the later crew as now their flight is delayed 12 hours because of this event as Captain was their Captain. We were told no.

Our #1 told supervisor she was not safe to fly due to stress and fatigue. I told supervisor I'm not feeling safe to fly and she suggested maybe I would later on. I felt bullied in to taking our red eye back.

I was up for 22 hours straight and not fit to fly. I was falling asleep on the jumpseat.

When a cabin crew has been stressed with a medical emergency they should not fly until rested and feeling better. Supervisor should not persuade us to fly. I was never contacted upon arrival to see if I was OK, only #1 was contacted.

## Synopsis

Air carrier Flight Attendants reported the cabin crew was pressured to work the flight following a stressful medical event in the airport terminal involving another crew member.

## Time / Day

Date : 201901

## Place

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

## Environment

Light : Night

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B737-700  
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 : Door Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1610542  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1610539  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : Hazardous Material Violation  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

Passenger preboarded, came down on a "Segway". To me it appeared to be a hover board. I did question the Ops Agent, asked him if he looked it up, he said yes. He also told me TSA let them come through with it. I then asked him if he could show me. He then took the device and sent it down for cargo. I went to the Captain to bring it to her attention. I then started to look it up in my manual. I could not find verbiage regarding this particular device. Understanding it was a mobility device. Where it concerns me is Ops was not able to verify the type of battery in the device.

## Narrative: 2

Female passenger preboarded the aircraft using an assistive device that appeared to be a hoverboard with a handle. The A Flight Attendant (FA) inquired about the type of battery powering the device and the passenger didn't give a conclusive answer. She responded that in ZZZ, the ground staff consistently checked the device as checked baggage and in ZZZ1, they allowed her to stow the device in the wheelchair compartment, which was what I desired to do for her. The A FA and I communicated this to the Operations Agent, who curtly replied that TSA allowed it through and that he had tagged it to be checked. He never communicated with us that he had confirmed the type of battery inside the device and he verified that it was safe for travel in the cargo hold of the aircraft. If he had indeed safely verified he had checked the device thoroughly, he should have been able to answer the question about the type of battery powering the device and communicated that information with both the flight deck crew and the Flight Attendants. It is my belief that a potential safety violation occurred here, and if not, then the Operations Agent needed to communicate the information to the crew in a manner that allowed us to be sure that the device in question was carried safely. We departed ZZZ with that device in the cargo hold, unsure what type of battery was down there.

## Synopsis

Two air carrier Flight Attendants reported communication breakdown with Operations Agent regarding transport of battery powered "Segway".



## Time / Day

Date : 201901

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Component

Aircraft Component : Emergency Equipment

Aircraft Reference : X

Problem : Design

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1610275

Human Factors : Confusion

Human Factors : Situational Awareness

## 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 : Manuals

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Aircraft

Primary Problem : Ambiguous

## Narrative: 1

This aircraft has two exit placard on the ceiling, one at the window exit and one at row 18. Nowhere in the emergency PA do we notify passengers that they are on a plane with two ceiling exit placards. Nowhere in the Passenger Safety Information Card is this information notified to our passengers. In the emergency PA, we tell our passengers, "Signs overhead and lights on the floor will lead you to the exit"; however, they do not on this plane. If smoke is in the cabin and our passengers follow the ceiling exit placard, they will not be aware that the one at row 18 does not lead to the over-wing exits. This misleading information has the potential to cause serious harm and or death.

## Synopsis

B737-700 Flight Attendant reported confusing location of the aircraft cabin emergency exit lights.

## Time / Day

Date : 201901

## Aircraft

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

## 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 : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1607592

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Procedural : Hazardous Material Violation  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Blue lavatories 4LR blue fluid alone with dirty toilet tissue flowing into the galley. Started happen on the climb. Liquid gushing from the toilets which were unusable because bio hazard chemical spread near the food contaminated layer all the bathrooms were unusable.

## Synopsis

Flight Attendant reported Bio Hazardous leak from lavatory 4LR into aft galley.

## Time / Day

Date : 201812

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 170/175 ER/LR

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 : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 1

ASRS Report Number.Accession Number : 1606406

Human Factors : Fatigue

## 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 : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I was called at XA:08 (and woken out of sleep) for a local, on the phone crew support said I was getting a 2 hour callout. As soon as I got off the phone with them I looked at my trip and it was a XB:40 departure, so if I had taken my rightful 2 hours it would have delayed

the flight. So I hurried out the door, got to the airport just about one hour after I was called, checked in by XB: 18 and managed to get the flight out at XB: 44. Only 4min past schedule instead of hours. I sacrificed my time so the company could save-face. I worked a long flight, then a quick turn and did another long flight to finally arrive in ZZZ, where I was supposed to deadhead back to ZZZ1. My flights were very chaotic and I was exhausted by the time I arrived in ZZZ for my deadhead. I was in line for my flight back to ZZZ1 when crew support called me to tell me they added duty time to my day and I was supposed to work a flight to ZZZ2 at XN: 16 (later that night). I analyzed myself and with the rushed start to my day and the kind of flights I had, I concluded that I was fatigued and not fit for duty. I called crew support back and explained all of this to them. They told me there was no one else to work this flight so if I didn't then it would be canceled, and I would get [a negative mark on my record] because I'm still on probation.

I was very confused that they were more interested in my being on probation than the fact that a crew member is not fit to fly. I went into the airport bathroom and cried because it was all I could do with the thought of having to work another 5 hrs with the level of exhaustion I was experiencing. I called back about an hour later to ask again if anyone else was available to work the flight. I informed her that, again, I was not fit to fly. She connected me to [Crew Support Center] to discuss the fit to fly program. I was then met with the same answers, that if I try to call off for fatigue it's very unlikely that it would be approved and I would get [a negative mark. The company] did not acknowledge a crew member calling out for help because of fatigue and admitting not fit for duty and refused to help. With no other option I went to my gate to meet my crew to work the flight. My Captain also concluded that I was not fit for duty and called crew support. They told him I was fit and I needed to work the flight. [The company] did not handle this with "safety first" for the sake of the passengers.

[The company] would not allow a crew member to call off for fatigue admitting they were not fit for duty

This needs to be addressed within the administration of [the company] so that we are protected by our company to be able to acknowledge not being fit for duty for the sake and safety of our passengers without fear of termination on probation or punitive actions.

## Synopsis

ERJ-175 Flight Attendant reported calling in "not fit to fly" because of fatigue, but was forced to work under threat of punitive action by the company.

## Time / Day

Date : 201812

## 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 : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1606387

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Time Pressure

## Events

Anomaly.Deviation - Procedural : Security

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Other Person

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Going through the crew security line, my purse was flagged for additional screening by TSA. I was taken to a private room immediately adjacent to the conveyor belt and asked if I knew there was a firearm in my purse. At that time, I was shocked to realize that I had made an honest mistake and unintentionally left my legally owned handgun in my purse. I had meant to leave it in my car the previous morning. However, I became distracted while rushing to work for [early morning] check-in, finding a parking spot in a nearly full garage, and forgot to remove the handgun from my purse and leave it in my car.

I legally own this handgun but did not knowingly, or intentionally carry this firearm to work in my purse. I made an honest mistake by not leaving it in my car.

## Synopsis

Air carrier Flight Attendant reported unknowingly enter the TSA security checkpoint with a legally owned firearm in possession.

## Time / Day

Date : 201812

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B737-700  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Cabin Lighting : High

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1606375  
Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

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

## Narrative: 1

Passenger passed out after standing to get something out of overhead bin. The passenger sitting across the aisle jumped in immediately and asked for our Stethoscope/blood pressure kit. Unfortunately neither worked and he had to use the blood pressure cuff the passenger had with him. This isn't the first medical emergency I've had that the Doctor has had this problem with our equipment. He also inquired why we don't have a cheap



pulse-oximeter on board to check to see if the passenger is getting the correct amount of oxygen.

## Synopsis

Air carrier Flight Attendant reported the first aid equipment was defective when needed for an ill passenger.

## Time / Day

Date : 201812

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Takeoff

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1605869

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1605871  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1606397  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation  
Result.Flight Crew : Became Reoriented

## Assessments

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

## Narrative: 1

Weather in ZZZ. 3 hour delay with mechanical issues and airport closed sporadically due to storms. Captain announced we would be at least 30 more mins before departure. Flight attendants used the delay kit and served water. Then Captain announced we were going to be released to go in 10 or 15 minutes. Flight Attendant 3 called cockpit to say we had a pax in the lav. [Flight attendants] #1,2,3 started a quick pickup of service items when all of a sudden we were taking off! [Flight attendants] #1,3 flew to try to get to their jump seats. [Flight Attendant] #2, me, was mid main cabin and heading aft when the pax exited the lav. With no clear path to my jumpseat, I sat down on the floor and told the pax to sit down on the floor as well and hang onto the armrest. We sat there for probably 5 mins and when there was a slight break in turbulence, we headed to the last row. Made it to the last row where we had a young unaccompanied minor who was frightened, so I sat down beside her. Gripping the armrest, we were bounced up and down and sideways in severe turbulence. We were actually lifted off of the seats. Passengers were screaming and praying out loud. Captain denied getting a phone call about the pax in the lav and no

comment on the quick takeoff with no warning for the crew. He asked several times on the way to the hotel if we all had our stories straight....meaning were we and the cockpit going to tell the same story. It was severe cabin turbulence with articles flying and pax being lifted from their seats. Captain stated that in the cockpit it was moderate turbulence.

It is my belief that we never should have been released for takeoff. The turbulence started the minute our wheels left the tarmac. Unsafe. Possible reasons - pilots were close to timing out and Captain commented that we were running low on the quantity of fuel needed for the flight to [destination airport] - stating this was the reason we shut down one engine while waiting. Captain appeared to be much more concerned about the takeoff and the Flight Attendant situation than he was about the turbulence.

## Narrative: 2

After boarding started when the ramp was finally open and everyone was in their seats, the pilots informed us we had a maintenance issue and since the ramp just closed again, it was going to be a while till they showed up. After two long hours, we finally closed the door. We finally get pushed back and on our way to the runway. The runway then closed and open and closed and open. I decided at the point to inform the pilot that we had to do the tarmac delay kit. At this point, people had been on this plane for 5 hours and it just wasn't fair to them. He says okay I will get back to you when the runway reopens try to do the delay kit quickly.

Communication started heading south when the Captain called back and informed us that they had a very small window before "Turning into pumpkins" and they were going to take the opening. At this point, we were done with the service and picking up, he came over the intercom and told us we were number three for take-off and it was going to be around 10 minutes. Literally no more than a minute later, were going full force down the runway about to take off. I didn't hear the prepare [announcement] and neither did the other 3 flight attendants. Not only was I running in to my jumpseat with the front wheels already off the ground, my number three was also in the aisle trying to make to her jumpseat. Finally after making [it] to my jumpseat, I looked in the aisle to see if everyone was okay only to notice a passenger on the ground in the aisle. I called to back and told the [Flight Attendant] 4 to tell the passenger to try to make it to any available seat near him and she informed me the Flight Attendant was on the ground with him. At that moment I told the [Flight Attendant] 4 to try to get them in a seat immediately. They got to a seat then the extreme turbulence happened. People were bouncing around the like rag dolls swaying from left to right/ up and down. The three and I lifted from our seats anywhere from 3-5 inches off our jump seats. I could hear some people in First Class praying. Luckily, we had the harness on or we would have hit the ceiling no doubt. After all was said and done, he called to see if we were ok. I said I think so, only to find out the number 3 was injured. She can hardly move her head or lift her arms. She went to urgent care and is now off the trip. Better communication [is needed].

## Narrative: 3

Due to weather in ZZZ, the ramp closed/reopened multiple times. We also had a slight maintenance issue that caused a short delay. We had been instructed to prepare for takeoff and were taxiing to the runway, then the ramp closed again and Captain advised the cabin by PA that he was turning off the engines while we waited on the runway since he expected the wait for a break in the weather to be about 30 minutes. All 4 flight attendants were in the aisle, assisting passengers, when just a couple minutes later, the Captain made a PA that we were cleared to take off in approximately 10 minutes.

Flight Attendant 1 made an urgent announcement instructing passengers to return to their seats, fasten seatbelts, put away carry-on bags, bring seatbacks upright, clear the lavs, put away tray tables, etc. and that flight attendant would be coming through (quickly!) to pick up trash. My jumpseat was in the front of the aircraft, but I was near the rear galley when the announcements came over the PA. I saw that a passenger had entered a rear lav, so I called to advise the flight deck that I was in the rear of the aircraft and that a passenger was in the lav. I went to the front very quickly and was trying to prepare the First Class area for takeoff. This was about one minute after we were told that we would be trying again to take off in ten minutes.

We never heard the flight deck announce "Prepare for takeoff" nor any chimes. All four flight attendants were still in the aisle, as were some passengers, and the passenger in the lav had not yet emerged when I felt that we were taxiing very quickly and beginning to lift off. I had to run as fast as I could towards my jumpseat - actually, it was more like climbing uphill or dragging myself towards the front of the aircraft by grabbing onto seats. Passengers observing this were laughing at the sight of me stumbling up the aisle. When I made it to the forward boarding area, I saw that the closet was open and I was concerned that someone might get hurt, so I struggled to get the closet door closed. Seeing that Flight Attendant 1 was still scrambling towards the front, I took her jumpseat (closer to the boarding door) to give her a better chance of reaching safety in my jumpseat, as it was closer to her and she wouldn't have to climb over me to get to her seat. We learned that a passenger and Flight Attendant 2 had to sit on the floor in the aisle for takeoff because they just couldn't get to any seats in time. My tablet had been left on the counter of the forward galley, so it crashed to floor of the galley. There had been no time to throw away the market bags of trash that Flight Attendant 1 and I had been collecting, so they were left at our feet.

Almost immediately after, I was able to fasten myself into Flight Attendant 1's jumpseat, the most severe turbulence I have ever experienced began. Though my seatbelt was secure, my body came up off the seat several inches, and I was violently jerked side to side, and bounced up and down. My arms and legs were flailing around me. I didn't hear a PA from the flight deck, but Flight Attendant 1 did make an announcement about the turbulence. I don't know how long the turbulence went on. It may have been 10 or 15 minutes. As soon as the shaking slowed, I realized that I had been injured at some point during takeoff and/or turbulence. The Captain called and apologized, saying that they had no warning about the turbulence, and asked us to check with passengers to see if anyone was reporting injuries. I told him that I was hurt.

Much of the contents of the bags came out during the turbulence and was spread around our feet. After picking up the trash, I was going to wash my hands when I discovered that the lav was in disarray. The door under the sink was open, and the trash can had come out and spilled.

I think many passengers observed that some proper policies had not been followed, but many of them thanked us for how well we handled the situation and expressed concern for our well-being.

It is often somewhat difficult to hear/understand PA's from the flight deck. I don't know what causes those issues, but perhaps better equipment or training might help.

I believe that corners can be cut when pilots are rushing to take off. This endangers flight attendants and passengers, especially when there are special circumstances like this one - preparing to take off and then not actually being able to take off or short taxi or

passengers in the lav, the flight deck should confirm that the cabin/flight attendants are ready for takeoff.

## Synopsis

Three Flight Attendants reported severe turbulence on departure and an injury to one of the Flight Attendant.

## Time / Day

Date : 201812

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

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

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1605521

## Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The pilots have a procedure when the 737 aircraft terminated at a station to turn off the batteries. This leaves the cabin crew deplaning with pax without the use of the interphone or PA in the event of an emergency.

## Synopsis

B737 Flight Attendant reported dangerous situation during deplaning at trip termination due to ground power interruption.

## Time / Day

Date : 201812

## 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 : 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 : 1605501  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Procedural : Security  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Pre-flight

## Assessments

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

## Narrative: 1

Plane landed from ZZZ approximately 2 1/2 hours prior to our check in time. Crew swiped in with gate agent and preceded to plane. Upon arrival onto aircraft, crew noticed that there was a large bag still in overhead. Plane had not been cleaned, but had been catered. Cockpit notified Ground and when cleaners showed up, I asked them if they were going to do a cabin security search (I have been told they are now trained to do these searches instead of TSA/security personnel). They were a bit [lost] and then as if being prompted said yes, we had already stowed our bags so I asked if they needed for us to step back off plane with our bags, they said no it's ok, but I asked my crew to please gather their bags



and step off so a correct safety sweep could be done. As we stepped back off plane, the gate agent came down and removed bag. I asked what she was going to do with it and she said send it to baggage claim. SOP was not followed with this flight and I was taken back by the lack of concern by our gate agent and our ground crew.

## Synopsis

Flight attendant reported an unclaimed bag was discovered when boarding the aircraft and security procedure was not followed.

## Time / Day

Date : 201812

## 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

## Component

Aircraft Component : Waste Water Disposal System  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Lavatory  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1604720  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Deviation - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

Just after takeoff (still climbing) Flight Attendant (FA) 1 received a call from FA 3 stating that there was a flood from the bathroom and that fluid and feces were filling the aft galley area. He said that it was even flowing from the coffee makers! I asked him to shut off the water valve and he said he did. FA 1 tried to wait as long as I could for safety sake before contacting the flight deck ...but did call during the sterile cockpit time as to say I would get back to them after assessing the situation.

I took what blankets were available and went to the back galley. As I walked back I notice a horrid stench in the C zone! Once in the back galley I realized it was bad. I chatted with FA 3 and we determined that he would spray deodorizer through the cabin discretely. That the back galley was non-functioning on all levels and that we would not serve utilizing the carts.

Water was served to coach from forward galley. I chose not to make an announcement in any way to our passengers. To my knowledge no one inquired as to what was going on or the smell etc. I advised the Captain that all was under control and that we could make it to ZZZ but that it was really awful.

I think that the agent knew this aircraft had a bad lavatory/mechanical as she stated so once I entered the aircraft. However, the mechanics "fixed" it by blocking off two bathrooms! It was signed off and we were "good to go". Sadly that was not the case!

## Synopsis

Air carrier Flight Attendant reported a flood from the bathroom on the aircraft right after takeoff.

## Time / Day

Date : 201812

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZAU.ARTCC

State Reference : IL

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Center : ZAU

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZAU

## Person

Reference : 1

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1604036

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Physical Injury / Incapacitation

## Assessments

Contributing Factors / Situations : Weather

Primary Problem : Weather

## Narrative: 1

Captain briefed crew that it was going to be choppy on climb out and would call us to let us know when it was okay to get up. After climb, Captain called us to [inform] us of light chop but we can resume duties, but not take carts out. Flight Attendant 2 started to open up the compartments in aft galley when we went through what Flight Attendant 2 and

Flight Attendant 4 thought was severe turbulence. Flight Attendant 2 was lifted into the air and fell into Flight Attendant 4 on the jump seat. Once it was moderately safe to move, Flight Attendant 2 moved into their jump seat. As Flight Attendant 2 was strapping in, there was another big pocket of turbulence and Flight Attendant 2 was swung out of seat and landed in the aisle between the two jump seats. Right arm was injured. Pain shooting down right arm with wrist and hand pain as well.

## Synopsis

Flight Attendant reported severe turbulence and injury during climb out.

## Time / Day

Date : 201812

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Cruise

Cabin Lighting : Low

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1603421

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Attendant

## Events

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

Anomaly.Deviation - Procedural : Security

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger boarded last, chose bulkhead seat 1-C. He had trouble getting bags in bin and slammed bins. He approached fwd galley asking C Flight Attendant for Band-aid with finger bleeding. The OPS agent came to finish up and I asked him what was going on with

this passenger. I was told he was okay; they couldn't smell alcohol on him. He was probably tired from being out with business friends during the night. I voiced my concern of his wobbling, and his very slow movements and drifting off. I was told he was fine. The door was closed. During takeoff, he was loud trying to engage passenger in 1-A who feigned sleep.

During service, he continually got up for the forward galley restroom but could not find the door, even trying the cockpit door. I stayed in the galley unless he was sleeping during most of the entire flight for security reasons. The B and C flight attendants were made aware of the situation. He continued his lavatory routine many times. At one point, he was returning to his seat and I heard a thud. He had fallen into the bulkhead row and was picking himself getting back to his seat. I asked if he was ok and he at first didn't respond. I asked again and he mumbled yes. I went back to fwd galley and I turned, he was right there backing me up saying he went to the doctor and had taken codeine and I had no right to ask him anything. I explained that I wanted to be sure he had not injured himself with the fall. He returned to his seat. He then shouted that he wanted my name. I stepped to the aisle and stated [my name]. He wanted my last name which I said we do not give out [last names] but [Company] has that info and knows who is working. He was upset. I turned to my galley and he jumped up and came at me with his phone and snapped my picture. I immediately asked him to delete it. He returned to his seat saying NO. I calmly told him that he cannot take a crew members picture without permission and he needed to delete it or have ground personnel meet the plane when we land. He refused. So I clearly stated, you are making the choice to have someone meet the aircraft because you are refusing to delete the picture. He just sat mumbling. The C Flight Attendant had come forward at that time and saw most of this. She then went back to take care of the cabin. I did tell her I was going to inform the Captain and ask for ground assistance. I did call the Captain; however, at that time, they were being diverted due to runway issues in ZZZ so he told me he would get back to me. I stayed in the galley waiting for the Captain to call. I was cleaning up when this passenger, who had been mumbling and talking most of this time, came up at me again, backing me up saying I was going down the wrong path with him. I firmly told him to sit down. The Captain called and informed the crew of the diversion and ZZZ issues. He asked about the passenger situation. I quickly gave a summary and asked for ground assistance. We diverted to ZZZ1. On landing, this passenger jumped up to get his bags saying he was leaving. Ops met the plane and police were quickly there along with ground Supervisor. I gave a statement to police. We received witness names and numbers along with a statement from a passenger who witnessed this passenger in [departure airport] in the gate area. This was given to police.

Stop allowing passengers that are clearly under the influence of something to board. I don't know what else to say. These passengers are allowed and enabled. There should be no argument or debate. If someone is asking if you have been drinking or taking medication, then it's a pretty good bet your behavior brought attention to you. Flight crew DOES look out for these issues. Our FAR states we cannot let them onboard. WE do not! We bring attention to the OPS agent or Supervisor or, our Captains, and then we are continually told "they are fine" or "they will sleep" or "this is the last flight out". Someone has to stop allowing this. Deny boarding, and stop enabling this behavior. Alcohol related issues are one of the biggest conversations among crew. [The passengers] expect ENDLESS alcohol. Drugs are unseen and are hard to detect but just as dangerous, and then you mix the two. Something has to be done to stop allowing this without there being serious consequences to the passenger! This situation has shown me just how vulnerable we are. I could have been physically hurt. I was trapped by this man. For the entire flight, I was on the highest alert in my head. My anxiety level hit me after we landed back in base. I am still having anxiety each time I have to file a report. My passengers could have

been hurt. My Captain was busy with a last minute flight diversion due to runway issues in ZZZ, and had to acknowledge this situation. This puts everyone in harm's way. This man should NEVER have been ALLOWED on this aircraft. One of the witness statements was that he observed this man in [departure airport] and was shocked he was allowed on the aircraft at the very last minute. 74 people were trapped at 35K with him. I am not Management; I do not get to have a say in how our passengers are handled. I only know I, my crew, and the rest of the passengers are put at risk for the sake of ONE individual.

## Synopsis

B737-700 Flight Attendant reported a passenger became enough of an issue that police met the aircraft at destination.



## Time / Day

Date : 201812

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

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 : 1602741

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Primary Problem : Human Factors

## Narrative: 1

While assisting the cabin during boarding, [I] noticed the following passengers boarding with dogs. First passenger was seated in 8C with cabin pet in carryon kennel. Second passenger was 25A with small dog tucked under her coat. First Animal, [seat] 8: [The] dog remained in kennel for entire flight and did not cause disruptions. However, what caught my attention during boarding was passenger had to swap seats (at my recommendation) with 9D due to 8C's kennel unable to fit under her seat. The kennel was blocked due to the IFE power box under 8C. It should also be noted that PETC [Pet in Cabin] was not discovered as undocumented until inflight, thus ZZZ ground staff was not alerted about this animal prior to departure.

Second animal [seat] 25A: Requested [passenger's] seat number as she boarded since I had not noted no pets on the Special Services List during preflight briefing. As boarding continued, I refreshed my Flight Attendant tablet to check if passengers with dogs were a last minute add to the manifest. However [passenger] was checked-in but no reference to ESA or SVAN [Emotional Support Animals and Service] on The Tablet seat map. Also, [I] referenced a fresh copy of the Special Services list no documentation.

I then contacted the female gate agent via phone and advised that we had a passenger with an undocumented cabin pet aboard while providing seat assignment. Prior to door closure, I witnessed [customer service representative] come onboard and question [the passenger]. I overheard him asked what type of service passenger's animal provided. The passenger responded, but I was unable to hear her answer. Later noted after landing that passenger's PNR had been updated reflecting her dog was a medic alert animal -- thus making it a SVAN. However, the dog had no exterior badging, vest, harness, or leash to keep the animal under control during the flight. The passenger simply cradled the dog in her arms during the flight. As noted in the FA Inflight Manual, SVAN are to remain on leash or harness under passengers control at all times for safety.

The main focus of this report is to express extreme concern on how two animals: 1 PETC and 1 SVAN were permitted to board the flight completely undetected by the ZZZ ground staff. Of even greater concern, PETC was in cabin kennel during the boarding process thus clearly visible to agents working the flight. Further, SVAN was permitted in the cabin without the correct restraint thus creating an injury risk to passengers and crew.

Report filed due to personal safety/injury risk to passengers/crew with dog permitted to board without proper restraint requirements (leash/harness/vest). It also appears this animal was not correctly documented as a SVAN due to last minute add to PNR.

## Synopsis

B737-800 Flight Attendant reported 2 dogs being brought onboard without proper paperwork or notification from the gate agent.

## Time / Day

Date : 201812

## Place

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 : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1599595

Human Factors : Situational Awareness

## Events

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

Anomaly.Deviation - Procedural : Security

Detector.Person : Flight Attendant

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On the flight, I was helping with luggage and noticed a colorful toy gun attached to a bag. A child was sitting in the row below it and I did not question whose it was. After the plane landed and was deplaned, the A Flight Attendant found the toy gun and a 2nd one. She thought they might be TSA plants and handed them off to the Ops Agent.

## Synopsis

Flight Attendant reported finding two toy guns on the aircraft and wondered if the TSA planted the gun, or if it was a child's that was on the airplane.

## Time / Day

Date : 201811

## Environment

Light : Night

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B737-700  
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  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1599592  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation

## Assessments

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

## Narrative: 1

Once airborne, the C Flight Attendant came to the back galley and informed me someone had put something in the A [Flight Attendant]'s water. I decided to go up front and check on her. When I arrived, she was on the phone with the pilots. When she got off the phone, she showed me her water bottle and it was a milky cloudy substance that had a strange odor I had never smelled before. I advised her that when we land she needed to complete [a report] and call [company operations center]. She said she felt fine and didn't think it was necessary.

Later in the flight, the C Flight Attendant went forward so they could let the pilots out to use the lavatory. A few minutes later, I was paged over the PA to come forward. I quickly went to the front to find 2 passengers and the C [Flight Attendant] in the front galley. I saw that the A [Flight Attendant] was laying on the jumpseat. I sat her up and asked if she had any allergies and if she was taking any medicine. She said [drug] and then her eyes rolled back and she fell back again.

The C [Flight Attendant] paged for medical assistance and a physician came forward with his medical license card in hand. I verified and allowed him access to [the C flight attendant]. He used the EMK to check vitals and was going to initiate an IV for fluids to help bring her blood pressure down. However, the A [Flight Attendant] came around and was able to talk with the physician.

The pilots attempted to establish a patch with [Airborne Medical] but were unsuccessful.

The physician recommended that the A [Flight Attendant] remain seated and try to relax for the rest of the flight.

We relocated the A [Flight Attendant] to seat 1C and she remained there until we arrived at the gate in ZZZ.

The physician remained in close proximity of the A [Flight Attendant] should her condition deteriorate in the remainder of our decent.

I asked that the C Flight Attendant begin to close down the forward and aft galley while I went and collected medical notes and gathered relevant information from the A [Flight Attendant] as well.

The C [Flight Attendant] and I agreed and advised the pilots that I would remain forward and occupy the 1L inbound jumpseat for landing and the C [Flight Attendant] would occupy the aft jumpseat for landing.

The pilots advised that EMS would meet the flight upon arrival.

## Synopsis

Flight Attendant reported that another Flight Attendant became ill after consuming a cloudy drinking water.

## Time / Day

Date : 201812

## 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 : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1599278  
Human Factors : Confusion  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## 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 : Physical Injury / Incapacitation

## Assessments

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

## Narrative: 1

Flight Attendant X acted in an unprofessional, unsafe and reckless manner when using the bar cart while working with myself. My working position on the aircraft required me to work the top of the meal cart and then spin to assist with the bar cart drinks. When I got far enough down the aircraft with the meals, I left Flight Attendant Y to finish distributing the meals and I then walked up the aisle to assist Flight Attendant X with the bar cart and drinks.

I did not even have a chance to get my hands on the bar cart when he carelessly and

quickly pushed it down the aisle towards me and struck an arm rest spilling both coffee and tea carafes all over one passenger. Flight Attendant X's hands never left the bar cart. I lunged to try to catch the carafes as they fell, but was unable to help.

I immediately apologized to the passenger several times, all while trying to hold the hot soaked part of his sweater on his shoulder away from his skin, trying to pick up the carafes while Flight Attendant X is still shoving the cart onto me. I got up and thought he was assisting the passenger further but no he did not. He continued to push the cart down the aisle and continue service. I twisted my left knee when lunging for the hot carafes.

I still thought that Flight Attendant X was attending to the passenger while I was pinned on the other side of the cart. I told him that he needed to slow down three times because he hurt me and the passenger. While in pain, I continued with the service. I had done my best to squat down to the bottom bin and grab a beer for a passenger, just before I stood up Flight Attendant X pushed the cart forward and I struck my forehead and nose on the tray on the cart. He sarcastically stated, "Oh there you are!" I don't understand why he would push the cart forward when he saw me there. He saw me reach for the beer.

I have a bruise on my nose and it hurts when I wear my prescription glasses. Flight Attendant X was aggressive verbally with the passengers and the entire crew but specifically honed in on myself and purser, Flight Attendant Z. We were the only women working the flight. He consistently undermined Flight Attendant Z by disobeying her authority. We had turbulence and Flight Attendant Z, after checking with the pilots on the situation, decided that it was not safe to bring the carts into the aisle.

Flight Attendant X specifically ignored Flight Attendant Z's orders and took the cart into the aisle to serve while the remaining flight attendants used pick up pans to distribute drinks. Flight Attendant X caused an unsafe, and uncomfortable work environment. How am I to react when I learned that he had stated to Flight Attendant A that he was going to "xx Me Up!" I was afraid to be anywhere near him at this point and did not know what to do. I was afraid to talk to him because I did not want to inflate this situation. I have never worked in an environment where I have feared for my safety.

## Synopsis

Flight Attendant reported being in an unsafe situation and injured by another Flight Attendant's actions.



## Time / Day

Date : 201811

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## 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

Cabin Lighting : Low

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1598784

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

No preflight weather briefing or general briefing conducted by Captain prior to boarding or departure. Captain failed to warn us of documented turbulence enroute [to] Oakland,

failed to keep us seated throughout the flight, and Captain failed to keep us as safe as reasonably possible while performing our inflight responsibilities.

Turbulence was both moderate and severe and lasted from the time we began drink service which we were unable to finish past one tray to the time we landed. It is inconceivable how the duration and severity of turbulence would not have been known to the Captain prior to flight. This is a heavily traveled route by both commercial and non-commercial air traffic and it is my understanding that turbulence of this nature should be included in the turbulence plots and weather briefings the Captain is required to obtain and share with his crew prior to departure.

Secondly, were there no PIREPs indicating how severe and lengthy the frequency of turbulence was that evening? This is not the only time this has happened. In fact it occurs at [airline] every day practically. Captains in general almost never brief us on weather and when we ask if it will be okay to get up at 10,000 feet to begin service on short flights we are usually told yes. Then, we are bumped and rocked all over the place and never told to sit down until we are in the bad turbulence or the turbulence event has already occurred. We are not being given the weather briefings we deserve prior to flight and Captains are repeatedly not briefing us at all thus compromising our safety.

In this particular instance, I woke up this morning with an aching back from the twisting and turning and jarring of my body during the turbulence. The Captain only communicated with us once the event was in full occurrence telling us to take our seats and to remain seated. We were not able to conduct any service beyond the one tray of drinks we in the back were able to distribute. The galley was a mess with spilled drinks everywhere and we were being thrown violently as we attempted to secure the galley.

We were unable to collect garbage or secure the cabin for arrival due to the severity and duration of this event. Customers who purchased cocktails from me were never refunded their money because there was no way to do so safely. I ask why it is that the PIREPs of severe turbulence were not communicated to us by the Captain (as is all too often the norm), and why no preflight briefing was conducted by the Captain (also the norm at [airline]) . I also ask why it is we are required to serve drinks on very short flights and how that is considered safe. Some of our flights are barely 50 or 55 minutes block to block. We can't get up until 10,000 feet and must 1. Take drink orders 2. Pour the drinks 3. Balance trays with drinks on them and distribute them, then offer a snack service, conduct trash cleanup, offer seconds on drinks, again do a round of trash, and in addition restock the galleys on many flights. How is this safe?

If you do the math the actual time we have to do all this is approximately 20 to 25 minutes and we are not allowed to simply do a water service. It appears safety of flight attendants is not a concern at [airline] as demonstrated by the overall lack of concern and failure of cockpit crews to brief us on matters paramount to our safety and managements disinterest in hearing how unsafe doing a full beverage service is on our shortest flights. When will you, the FAA, step up to the plate and hold our pilots responsible when they do not brief us even when there is an abundance of information available to us and when will you hold Management responsible for their unwillingness to deviate from unsafe practices?

## Synopsis

Flight Attendant reported not being informed in a timely manner or at crew briefing about turbulence reported along the flight path.

## Time / Day

Date : 201811  
Local Time Of Day : 0001-0600

## Place

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

## Environment

Work Environment Factor : Temperature - Extreme  
Work Environment Factor : Excessive Humidity  
Light : Daylight  
Ceiling : CLR

## 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  
Cabin Lighting : Low  
Number Of Seats.Number : 209  
Passengers On Board.Number : 210  
Crew Size Flight Attendant.Number Of Crew : 9

## Component

Aircraft Component : Pressurization System  
Aircraft Reference : X  
Problem : Failed

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 29  
Experience.Flight Attendant.Airline Total : 29  
Experience.Flight Attendant.Number Of Acft Qualified On : 6  
ASRS Report Number.Accession Number : 1597648  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.General : Physical Injury / Incapacitation  
Result.Flight Crew : Diverted  
Result.Air Traffic Control : Issued New Clearance

## Assessments

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

## Narrative: 1

Approximately 25 minutes after takeoff the purser was informed by the Captain that there was pressurization problem with the aircraft. At that time the purser informed the cabin crew. We could feel abnormal altitude in the cabin. We felt light headed dizzy and our ears were hurting. We returned beverage carts to aft galley to stow the service items. Immediately after returning the beverage cart to the aft galley, all the oxygen masks dropped in the aircraft. Passengers and crew took oxygen. Passengers were instructed to fasten seat belts, the no smoking sign was illuminated, we continued taking oxygen until further notified by the crew. The pilots continued flying the aircraft to our divert destination which took 1 hour and 1/2 after the decompression occurred. The aircraft flew at a low altitude.

The cabin was extremely hot and there a burning smell from the oxygen bottles. The Captain made an announcement to passengers that the aircraft had a pressurization issue and the flight was diverting. After the decompression passengers were uncomfortably hot, some of the passengers got the bends, and they were complaining that their ears were hurting and blocked. A passenger in the main cabin was feeling weak and overheating from the hot temperature in the cabin. I was taking bags of ice to her seat to cool down. I requested the purser to let the cockpit know we needed EMT to meet the flight due the passenger's declining health issues. When the flight arrived at the gate the ill passenger was taken off the flight first due to her condition. Upon deplaning the aircraft the sick passenger passed out in the aisle in first class.

The cockpit did not declare an emergency landing, we landed and taxied to the gate like a normal. This flight was not a normal flight, we had decompression and ill passengers. The cabin crew ended up laying over and dead headed back the next morning. When we landed the next day three of the crew members went for medical attention, including myself. I believe one other crew member went for medical attention the following day. When we landed the Captain got another flight to get home that night. I am not sure as to what happened to the First Officer.

## Synopsis

Flight Attendant reported the flight lost pressurization, some passengers fell ill, and the flight diverted.

## Time / Day

Date : 201811

## 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 : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1597560  
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  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

We had [Law Enforcement Personnel] onboard who boarded early. They wanted us to move passengers around them in coach to other seats so the [Law Enforcement Personnel] seated in coach could have more room. This caused issues with passengers around them and asked why they were not letting people sit around them. It was full and caused issues with economy plus seats being the only seats open.

Even the Team Leader came back during passenger boarding trying to make sure "we moved people". This is not an appropriate conversation to have from [Law Enforcement Personnel] or to put crews in this position when they are to remain anonymous when passengers are onboard.

## Synopsis

Air carrier Flight Attendant reported that passengers were asked to reposition around the cabin to allow additional space for Law Enforcement Personnel.

## Time / Day

Date : 201811

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

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

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

ASRS Report Number.Accession Number : 1596230

## Events

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

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

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

We boarded on time. Before agent came down with paperwork, I had called the agent to let them know we had zero space on aircraft and to please check anymore rollerboards. Agent came down with paperwork. I informed them that we had bags to check. As agents were tagging bags, I noticed that neither agent was asking passengers about spare lithium batteries. After a few times asking them, they finally did ask. I did inform the Captain before closing the aircraft door. All employees must be aware of safety issues. Agent did not ask passengers about spare lithium batteries until I questioned the agents on the procedure. This happened with two different agents.

## Synopsis



Flight Attendant reported Gate Agent tagging passenger cabin rollerboards for cargo without inquiring status of Lithium Ion batteries.

## Time / Day

Date : 201809

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

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

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1596220

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Right after arming the main cabin door, I went to inform Captain that the cabin was ready. He asked me to close the cockpit door. As I was trying to close the cockpit door with no success, I continued to try 2 more times, when the Captain shouted angrily! "Don't slam the damn door." He repeated it several times, while slamming his hand on the Yoke!

"Don't you ever slam that door again, I'm sick of flight attendants slamming this door." This was clearly a loss of temper heard by other crewmembers. I stood in fright and shock. After a moment, I told him his outburst was unacceptable and unprofessional for my attempts to close the door. It was then that First Officer explained how the door could be closed. He realized that the door closing mechanism switch (red toggle switch) was not engaged and was preventing me from shutting the door. The door was finally closed, and we departed. There are other events that gave me serious concerns about Captain [name removed].

During the flight, the Captain asked for a bathroom break. I was terrified of being alone with him, so I asked another Flight Attendant to stay with me while I stood by the cart barricade. When he came out of the cockpit, he tried to intimidate me by staring me down, I ignored him. When he was finished using the lavatory, Flight Attendant [name removed] and myself noticed Captain fumbling with the keypad on the cockpit door, after several attempts, we were concerned. Flight Attendant [name removed] told him not to press so many numbers, as it would lock him out. He clearly did not know the door code, Flight Attendant [name removed] told him the door code.

Captain [name removed] made it clear to us that he did not want us to use the door key pad, he wanted us to call the cockpit whenever we are to enter the cockpit. This is not in the Standard Operating procedures for flight attendants.

During his briefing, he told us that while he's taxiing and if a passenger goes to the lavatory, he doesn't want us to call him, because he does not consider these events "important or an emergency."

I am reporting this event as a "Hostile Workplace Environment Incident" and that the matter be forwarded to the proper administrative forum. I make no personal request or recommendation for resolution as there should be standard procedure for handling "Hostile Workplace Incidents."

## Synopsis

Flight Attendant reported a negative interaction with the Captain.

## Time / Day

Date : 201811

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : A330  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Other / Unknown  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1595895  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

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

## Narrative: 1

I have written to you in the past in regard to Company placing broken service carts on board the aircraft. These service carts have no brakes and are a safety hazard as well as being dangerous to cabin crew and passengers. I have recently submitted three reports to the company about 4 broken carts with no resolve. In these reports, I have provided the company with pictures and serial numbers of the carts involved. In one incident, while serving, two passengers had to assist me with controlling a run-away cart.

My most [recent] report involved 2 carts without brakes; 1 cart without brake pedals on one side of the cart. I wrote a report about this cart on [before]. I tagged this cart as broken without brake pedals, yet in just a little under 1 month, the cart shows up on the aircraft without brake pedals. The continuance of negligence in regard to placing carts without brakes on the aircraft is a safety hazard to flight attendants and passengers as flight attendants cannot control run-away carts; it is extremely difficult to maintain control

of a cart without brakes at 35,000 feet. The blatant disregard of Company in placing carts without brakes on the aircraft is horrific; there are carts without brakes placed on airplanes every day. When is it going to stop? I am writing to you as a last resort for all else has failed; broken carts are so prevalent that flight attendants have just given up. We place the red stickers on the carts in hopes that they will be fixed but the same carts show up time after time without being fixed. I am earnestly asking you to look into this matter. Thank you for reviewing my report.

Catering should check the carts for working brakes before placing them on the aircraft.

## Synopsis

Air Carrier Flight Attendant has written this report plus several others over service carts being placed on aircraft without operating brakes.

## Time / Day

Date : 201811

## 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 : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1595876  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Workload

## Events

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 : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I'm surprised it has taken this long for an incident to arise from the perfect storm of risks posed by [company] prioritizing expediency before safety. We boarded late due to cleaners still being onboard. The crew were the last able to even get to their jump seats and stow their bags. Customers were already boarding before they had completed their safety checks.

We are now told (and I vehemently disagree) we should, in such situations, conduct or continue our safety checks whilst boarding is already underway. I believe this to be

fundamentally unsafe. We are told every year at [annual training] to stop, drop and review our doors, to exclude all interruptions, [and] to ignore passengers until the review is concluded. This is with very good reason. When passengers are amongst us, inevitably asking us questions, it is very easy to believe you have completed a door review when you actually didn't. Then, a slide is blown.

Well, this time, a delay was blown. Trying to balance passengers and safety checks is an accident waiting to happen. It's high time we address the glaring problem here. We used to have 15 minutes to conduct safety checks and prepare for pre-departure. Now, we have [less time] from when the out based crew board, to conduct a briefing, prepare pre-departure and do thorough safety checks. [This is] less than half the time we had before; this isn't feasible, so safety checks are left to after boarding has begun.

'Welcome aboard sir'  
(Oxygen 1,600 PSI)  
'Welcome aboard madam'  
(Connected to high flow)  
'34H is on the far side Sir'  
(Wire seal intact on H2O extinguisher)  
You get the idea.

If that wasn't already enough to precipitate a situation like this, we were short staffed [in the forward cabin]. ( Soon to be standard staffing but leave that safety breach for another day, suffice it to remind ourselves that taking away a galley position on this plane doesn't only negatively impact the service but stretches an already overstretched crew even thinner during boarding whilst monitoring the cabin for suspicious passengers and performing safety checks and myriad other boarding activities.)

Economy only has 4 crew when loads back are there under 181.

Of the 4: One Flight Attendant is primary greeter. The second Flight Attendant is secondary greeter. The third [Flight Attendant] is performing pre-departure in [forward cabin] on every flight (not just like today when we were short a crew member). [This leaves] only the ONE Flight Attendant by themselves in the economy cabin to manage up to 180 passengers boarding with seat dupes, water for pills, bag stowage and monitoring all 4 unattended doors just to name a few daily duties. The 3rd Flight Attendant was also responsible for distributing infant life vests which had to be done after her duties in [the forward cabin] and of course after the safety demo, which plays right after the door is shut. She then, during taxi, went to complete her safety checks and also distribute infant vests only to find no vests in their proper place. In compartment clearly labeled "Emergency Equipment Only. Infant Vest" was instead 2 empty catering carriers! How long had they been flying around the system?

I've said many times we should have our full 15 minutes (briefing already done in the office) to ensure safety checks are complete before boarding, just for this reason. That gives Maintenance 45 minutes to source missing emergency equipment and avoid such a delay. Such problems are bound to reoccur until [company] reverses policy and moves back to separate briefings concluded in the office and [company] makes all crew boarding times on wide bodies at least 15 minutes before passengers board just for safety checks and pre-departure (not a rushed, unsafe briefing crammed in too). Crew briefings are vital for team cohesion and common understanding.

Back to today's recipe for failure. I called the flight deck to inform them that no infant

vests were to be found in the only location specified. I conducted an all-call and asked the whole crew to look in every compartment possible to try and scavenge a few spare vests for the 3 infants. We found none. I told the pilots we would continue searching until we reached the gate to see which came first. The gate came first. A team of mechanics brought about 5 vests on and one did manage to find 1 spare vest hidden behind and under a group seat belts in a high compartment that only he was tall enough to see being about 6'3" tall. At least 2 flight attendants had searched the same closets in first class.

The lone vest wouldn't have been enough for the infants onboard. The mechanics photographed the catering equipment in the "emergency only" compartment, removed these carriers, and placed the infant vests back inside where they belonged. We then departed. The delay was not only down to the vests. The pilot bus was stuck in traffic and they only subsequently arrived well after the scheduled departure time. We were already delayed. Then, the pilots preformed their safety checks carefully and thoroughly, without any interruptions from passengers and funnily enough, absent any pressure to rush from [company], the way we used to perform our safety checks.

We need briefings back in a briefing room with briefing sheets and adequate time to foster crew cohesion and interdependence. We need an additional 15 minutes onboard before passengers in every instance to ensure safety checks are as sacrosanct as pilots treat their checklists. 10 minutes is not enough time for briefings, safety checks and pre-departure set up. Something has to give. Safety should never be that thing. This will happen again with graver consequences one day. Let's hope [company] reverses course before it's too late.

## Synopsis

Air carrier recently changed show time for wide body aircraft and reduced the amount of time for flight attendants to conduct preflight safety checks. The flight had three infants and the appropriate amount of infant life vest were not aboard the aircraft until brought by Maintenance.



## Time / Day

Date : 201811

Local Time Of Day : 0001-0600

## 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 : EMB ERJ 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft.Other

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1595146

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation - Procedural : Security

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I arrived to gate at XX:11 for a XX:15 report for a XY:00 departure. The gate agents stated that I could not go down to the plane because the security search was being done. I then asked when did that start and the 3 gate agents looked at me as if I was speaking in a foreign language. At XX:18 the gate agent let down my First Officer and said I still could not go down while the security search was being conducted so I then called crew scheduling to notify them as to what is going on. After hanging up the phone one of the gate agents then says to me not every aircraft get a security search. I tell her I'm very well aware that first flights of the day as well as aircrafts that were in a non-secure area receive security searches. I work this same flight several times a month and no one has ever told me I could not be on the plane while a security search was being done. They then call someone on the phone and a fourth person comes over. They walk me down the jet bridge to "check" and see if the security search was finished and it is now XX:25, I'm still being denied access to the aircraft.

I see the time and state we will not be boarding on time. The male says excuse me and I repeated we will not be boarding on time. He says boarding is 25 mins prior to departure so I tell him my report time is XX:15 not XX:25 I have first flight of the day duties that I need to do and have a report time for a reason. You have denied me access to the aircraft at the time I was supposed to be so we will not be boarding until I'm ready and that's when I was granted access to the plane. As I'm conducting my pre-flight Captain comes and asked me if I was ready and I said no! I literally just got on the plane they are not going to rush me. When I walk back to the front of the plane there are several more people standing on the jet bridge as if they were trying to intimidate me. After the [allotted time] was up for me to charge the floor path lighting I told them I was ready. After the gate agent hands me the paper work she asked could she pull the jet bridge and I tell her no. I make my announcements and conduct the cabin count. When I return to the front to give the Captain the count, there is a slew of gate agents on the jet bridge staring me down.

If not being allowed access to the aircraft during a security search is indeed procedure, it needs to be followed daily and not just a random day out of the blue. It should also be applied to all crew members. What is the difference between the pilot and I? We put our bags in the same closet.

## Synopsis

Flight Attendant reported being denied access to their aircraft during a security check.

## Time / Day

Date : 201811

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : A321  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Cruise

## Component

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

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1595134  
Human Factors : Physiological - Other

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1595136  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

About 10+ mins after ascending I received a call from Flight Attendant 2 asking if I smelled anything out of the ordinary. I did. Initially, it was a very faint chemical-like smell.

I got out of my Jump seat (3L) and walked a few rows towards the forward part of the cabin and the smell was about the same. I then called the Flight Attendant 1 to share my observations. Flight Attendant 1 was in communication with the flight deck.

Afterwards, I went to the aft part of aircraft and the smell got stronger. Now, it was a chemical/car coolant leak smell. At one point, someone opened one of the lav doors in the aft, and the smell intensified.

Some pax shared similar observations about the smell in the cabin.

Shortly after, the captain came over the PA and informed pax that we were returning to ZZZ [departure airport] as a result of a cabin odor.

While preparing for landing, I started feeling tingling in my legs. I returned to my jumpseat upon doing my compliance checks, and the tingling sensation increased. I also felt my thoughts get fogged.

We landed, arrived at the gate, and deplaned. Emergency personnel and [Manager On Duty] were available to assist and guide us to get medical assistance. About 2 pax that felt ill received medical attention in the terminal. We requested to go to the hospital.

[Manager On Duty] coordinated our transportation to the hospital, guided and assisted us to our transportation.

Once at the ER, I got a headache, continued to feel tingling in my body, and my thoughts were fogged. My initial blood pressure reading was slightly elevated. My second reading was even higher. Please note that I don't have a history of high blood pressure. My carbon monoxide levels were measured and no CO poisoning was detected.

I was released from the ER. (Before being released, my blood pressure reading was within normal range).

It is currently [a few days after] and I have a headache, feel very tired, my arms and legs feel sore, and my thoughts are still fogged.

## Narrative: 2

I was the number 2 Flight Attendant sitting at the 4L 4R doors, direct view jump seat. We, the entire flight crew and all passengers onboard, experienced toxic fume odors and possible carbon monoxide poisoning throughout the cabin after takeoff climbing through 10,000 feet. Presented to hospital with symptoms of nausea [and] headache.

Please for our health and safety of employees and passengers, please please ensure the Maintenance on these aircraft are in compliance. Our lives are on the line. We want to be able to come to work and not have to be subject to breathing toxics air to save money.

Our lives and our passengers' lives are more important. Treat us the way you would treat your families. Please respect our lives.

## Synopsis

Two flight attendants reported cabin fumes led to a return to the departure airport and transport for medical evaluation.

## Time / Day

Date : 201811

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Component

Aircraft Component : Indicating and Warning - Landing Gear

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1594567

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Diverted

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

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

## Narrative: 1

Captain calls me to inform me that we have a maintenance issue. The landing gear "sensor" was malfunctioning. We were making an emergency landing in ZZZ. He is requesting emergency vehicles to follow us. CA (Captain) informed me to prepare for worst case scenario-loss of brakes and rolling off the runway.

CA makes a PA. I pull out FA (Flight Attendant) Manual and start preparing galley, cabin and passengers for possible emergency landing. Due to large Spanish speaking population onboard I asked a bilingual passenger to make PA in Spanish from the FA Manual.

CA lowered the landing gear and informed me and then later, the passengers, that we were burning fuel for another 30 or so minutes before we could land safely. The CA also told me that the sensor started working correctly once the gear came down but we were still going forward with the diversion to ZZZ. CA informs me that brace will be issued on landing because the landing gear didn't look secure on flyby. Brace commands given by CA.

Safe landing and CA gives ok over PA that we are clear and to stop brace commands. We to the gate and deplane passengers. The safety issue in this event was a language barrier. I had approximately 16 Spanish speakers who had no idea what was going on. I am thankful there was a bilingual passenger that graciously offered her assistance.

We need other languages on the announcement CD. When going to [other countries] where passengers don't speak English, it can be impossible to convey very vital, sometimes lifesaving information to passengers! Even a short announcement stating that we are in a possible emergency situation, please read your Passenger Information Card and follow the instructions from the flight crew. Spanish and English. Having all of the announcements in all 3 languages would be a great help but at least emergency announcements. This was a domestic flight and almost half the passengers were non-English speakers.

## Synopsis

Flight Attendant reported difficulty communicating safety-related information to several non-English speaking passengers.

## Time / Day

Date : 201810

## Environment

Ceiling : CLR

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : A330  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Climb  
Cabin Lighting : Low  
Crew Size Flight Attendant.Number Of Crew : 10

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 35  
Experience.Flight Attendant.Airline Total : 35  
Experience.Flight Attendant.Number Of Acft Qualified On : 7  
Experience.Flight Attendant.Type : 100  
ASRS Report Number.Accession Number : 1591985

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation

## Assessments

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

## Narrative: 1

Strong burning dust odor/fumes upon climb out, near level off. Unknown passenger injury, most cabin crew had reaction to fumes. Coughing, bloody sinus discharge, headaches, dizzy, burning eyes. This event did not seem to affect me physically.



## Synopsis

A330 Flight Attendant reported most of the cabin crew and an unknown number of passengers experienced physical effects from fumes in the cabin during climb.

## Time / Day

Date : 201810

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B737-800  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Component

Aircraft Component : Cabin Furnishing  
Aircraft Reference : X  
Problem : Design

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Lavatory  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1591919  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant  
When Detected : In-flight

## Assessments

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

## Narrative: 1

We had a customer passed out in front of the aft lavatories in the reconfigured 737-800. The space between the lavatories is so narrow that we, the flight attendants, in the aft galley could not get around the unresponsive customer to get the safety equipment and grab our AED and medical supplies. Also, there were people inside the lavatories at the time of the incident that could not get out of the lavatory until after the customer regain consciousness and we were able to assist the customer to the aft galley floor. This wasn't

an issue with the previous configuration where the flight attendant could easily pass around another passenger in front of the lavatory area. I find this very unsafe.

## Synopsis

Flight Attendant reported the new cabin configuration prevented the cabin crew from assisting a passenger that had a medical issue in front of the aft lavatories.

## Time / Day

Date : 201811

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## 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 : Galley

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1591901

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

A sick passenger [had] projectile vomit in the aft galley, girt bar, overhead bin, flight attendant closet, passenger seat, aisle and on B Flight Attendant; during boarding. Boarding was complete, and ceased at the same time. [This] was a full flight. There was so much vomit that it looked like a pile, and it was red. B flight attendant and I attempted

to clean up as much as possible. We used 6-7 Biohazard kits. My concern is the red vomit, and the amount of vomit, also boarded passengers had nowhere to sit because the seats had vomit. There was no protocol set in place for Hazmat and Biohazard fluids. Also, there was no cleaning crew set in place at ZZZ base. We do not know if passenger had Hepatitis C or any other communicable diseases. There was a lot going on and we did not have any help outside of Customer Service Manager. We should have a protocol set in place for Biohazard and bodily fluids. Also, every base should have on call/emergency HAZMAT cleanup crews.

## Synopsis

Flight Attendant reported no set protocol and inadequate Biohazard kits in dealing with Biohazard fluids cleanup resulting from sick passenger's projectile vomiting episode.

## Time / Day

Date : 201811

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 : Regional Jet 200 ER/LR (CRJ200)

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.Facility : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1591526

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : Hazardous Material Violation

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Flight began boarding when a passenger entering main cabin made an attempt to stow a carry-on in the overhead and apparently injured himself. The injury in turn caused a

[large] amount of bleeding of which was spread out in the cabin, cabin seating (several) overhead bins, galley floor and passenger bag that he then removed from bin as it didn't fit. Passenger upon proceeding to bring Flight Attendant item what notified by numerous passenger that he was now bleeding all over the area and passengers. Unaware of the chaos and what all the screaming was directed at I extended my hand to take item just as passengers screamed to me not to touch the bag as he had bleed all over it. It was too late. I looked down and the item was covered with this individual's blood. I was made aware of visibly obvious tainted areas. I reported to crew that we had biohazard in the cabin/galley area and that I had been exposed to someone's blood. I need to be seen by a medic as I realized a little later in the incident that I had two small recent cuts on both hands. We took actions to contact who we thought to be a HAZMAT team. To which became an epic fail as the procedure to handle a HAZMAT such blood per ZZZ airport standards is a joke. Or the manner in which this was attempted to resolve was not safe/healthy and considerate of the passengers, crew or rescue/cleaning team. Initially two young men arrived. One wearing a latex like glove the other I did not see have any protective gear on. I bottle with the resemblance of a body splash was sprayed on the galley floor with passengers still on board. The team used standard paper towels and proceeded to clean the entire galley floor with this solution. The procedure and product was questioned as this did not seem to be a safe and sure manner to handle a blood HAZMAT issue. I request for a head supervisor was called at this point and I had made proper contact with my inflight supervisor to whom was enroute to the aircraft. A HAZMAT supervisor did arrive with another solution that to my understanding said it was to clean bodily fluids such as vomit...etc. This solution was sprayed and again wiped across the galley floor again with passengers on board. They wiped the floor with the same paper towels but the proceeded to wipe down the beverage cart and the galley counter with this same exact bunch of paper towels they had cleaned the floor with. I haven't been in health and safety ever and it's been a while since food and beverage was near my title, but I for self, know this was so wrong on so many levels. A better action, reaction and procedure has to be formulated for those exposed to a blood HAZMAT. Not only that but the procedure at the airport clinic raises a brow as the doctor basically told me that there was not much to do unless I had any open wounds no real protocol to access me. It is my understanding that this passenger again had another bleeding episode and passengers informed gate and crew after I left to be seen. I was given alcohol wipes to see if I had an open wound that would burn if exposed and advised to get a hepatitis shot. I will be contacting my personal General Practitioner to move forward with my care in ZZZ1. I will keep company/union abreast. This total ordeal is inexcusable and very concerning.

## Synopsis

CRJ-200 Flight Attendant reported a breakdown of procedures by airport medical personnel attempting to handle BioHazard fluid from a passenger injury.

## Time / Day

Date : 201811

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

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 : Cabin Jumpseat

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Crew : Other / Unknown

Function.Flight Attendant : Flight Attendant In Charge

ASRS Report Number.Accession Number : 1591507

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation - Procedural : Weight And Balance

Anomaly.Deviation - Procedural : Security

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Ops agent had given me the count as 47+1 and was ready to close the door. I asked him to wait so that the C Flight Attendant (FA) could finish briefing the exit row. Something either I (the A) or the C said alerted one of the passengers in the exit row, and she asked



us if she was on the correct flight to ZZZ. We informed her that no, we were going to ZZZ1. That is when she grabbed her things and deplaned. I asked him what the new count was and he said, "Now it should be correct." My thing is, there's no way to cross check the passengers count, and if that "extra person" had been a terrorist, we could have been in serious trouble. We had no way of knowing that an extra person was on there, and if she hadn't been in the exit row, she might not have known herself.

## Synopsis

B737-700 Flight Attendant reported a security issue with inaccurate passenger count procedure.

## Time / Day

Date : 201810

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B757-300  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Takeoff

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1590462

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1590462

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
When Detected : In-flight

## Assessments

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

## Narrative: 1

This is my first time working this aircraft, a B757-300. When giving the pilots a break I deployed the cart since there is no gate. When deploying the cart across the aisle I noticed that it does not rest against the wall as it does in all the other aircraft in the fleet. The B757-300 has a wider aisle where the galley meets the door cross-aisle. As such the cart is not "stable" and I truly believe that it is a security threat. An assailant would easily be able to topple the cart as such.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

Flight Attendant reported the galley cart cannot be secured to block the flight deck for pilot breaks.

## Time / Day

Date : 201810  
Local Time Of Day : 1801-2400

## Place

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

## Environment

Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Parked  
Cabin Lighting : High  
Crew Size Flight Attendant.Number Of Crew : 9

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Experience.Flight Attendant.Total : 29  
Experience.Flight Attendant.Airline Total : 29  
Experience.Flight Attendant.Type : 80  
ASRS Report Number.Accession Number : 1590290  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : Work Refused

## Assessments

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

## Narrative: 1

Noticed passenger doing cellular recordings of catering truck and personnel. Flight Attendants involved instructed passenger to delete it. Passenger admits he had already downloaded recordings to a public domain refusing to stop recordings. I immediately reported "Suspicious Behavioral" situation to the Captain and requested permission to get released from the flight due to the fact I didn't feel safe with this passenger onboard. Gate Agents also got involved in the incident. Eventually passenger was removed from flight. The company provided the passenger with hotel and flight accommodations on a later flight. I proceeded to report incident to [Airline Company] Security and TSA. Not only he was recording the catering process but to me he looked very suspicious. My work attendance got affected with a missed trip for leaving the flight to report situation.

## Synopsis

Flight attendant reported a security concern with a passenger filming a catering operation and not deleting the video.

## Time / Day

Date : 201810  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Cabin Lighting : High  
Number Of Seats.Number : 209  
Passengers On Board.Number : 209  
Crew Size Flight Attendant.Number Of Crew : 8

## Person

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 (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Total : 23  
Experience.Flight Attendant.Airline Total : 23  
Experience.Flight Attendant.Number Of Acft Qualified On : 6  
Experience.Flight Attendant.Type : 50  
ASRS Report Number.Accession Number : 1589989  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : N  
When Detected : Taxi

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Aircraft

## Narrative: 1

Arriving at the gate myself and the two other Flight Attendants around me smelled an extremely strong smell of fuel. We called the Purser and they reported smelling it also. She then called the pilots. Passengers around us starting covering their faces with hands, coats, blankets. We were told by the pilots after everyone was off the aircraft that one of our engines would not shut down. They had to "force" it [down]. The fuel smell came into the cabin through the vents. The flight was cancelled as they worked on fixing the engine.

## Synopsis

B767 Flight Attendant reported a fuel odor in the cabin after arrival at the gate.

## Time / Day

Date : 201810

## 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  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Flight Phase : Landing

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1587785  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Diverted

## Assessments

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

## Narrative: 1

30 minute inflight I was informed that we had to put everything away because we were landing in 10 minutes. No reason was given by the cockpit. The crew was not informed as



to whether we needed to prepare the cabin for an emergency or to know what to expect on landing. Passengers were inquiring about what was going on but I had no information to relay. No announcements were made to the passengers. After landing it took approximately 20 minutes before the first announcement was made about the situation and where we landed.

We parked in a remote area (cargo area). The Captain made an announcement that the airport was shut down and that there were no personnel to bring a stairway to the airplane nor a bus to transport passenger to the terminal. The earliest that the airport would be open and personnel availability would not be until approximately 2 hours from the current time. We tried to make the passengers as comfortable as possible by doing our meal service and drink service while we waited for help.

While on the ground an announcement was made to disarm doors. I did as instructed but was not aware at the time that we did not have airstairs pulled up the airplane yet. The Captain was asked if we should disarm the door or keep them armed due to the fact that we do not have airstairs for deplaning in an emergency. The crew was concerned that this was not standard protocol if an emergency situation should arise. The Captain informed us to keep the doors disarmed.

Eventually the airstairs were connected to the airplane. After some time had passed (approximately 2 hours after landing) passengers were asking what was the status and why there has not been any update in the situation. I went to the front of the airplane to inquire. The Purser advised me that the cockpit was busy, she is trying to get an update for the passengers.

[Company] showed up with the stairs, spoke to Captain and Purser. 30 minutes later the Captain spoke to me in the galley told me that he and the FO (First Officer) were leaving so they can get legal rest and ask me to make an announcement that the pilots were leaving and ground [personnel] was going to take care of the passengers. Captain asked me to make announcement after he left the plane.

The [Company Agent] left with the pilots and we had no ground personnel. Leaving us with 160 passengers. The flight attendants were left with a plane full of passengers without any means of communicating with anyone outside of the airplane. There was no way to get anyone's attention or assistance in the event of an emergency. We were held on the airplane for an additional hour (3 hours in total) without much information.

The only communication we had was through one employee who was called into the airport to help. He would [come] periodically with whatever information he had to give us. Once the bus got to the plane, passengers deplaned, we asked [about] the wheelchair passengers. We had no access to lift, only option was to carry our wheelchair passenger down the stairs. The flight attendants carried the passenger down the stairs.

## Synopsis

Air carrier Flight Attendant reported a diversion led to a lack of communication from flight crew and passengers remained onboard the aircraft 3 hours after landing with little to no information.

## Time / Day

Date : 201810

## 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

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1587344

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR

Detector.Person : Flight Attendant

When Detected.Other

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

This report is in reference to [flight to] ZZZ. Approximately 30 minute inflight, I was informed that we had to put everything away because we were landing in 10 minutes. No reason was given [by] the cockpit. The crew was not informed as to whether we needed to prepare the cabin for an emergency or to know what to expect on landing. Passenger were inquiring about what was going on but I had no information to relay. No announcements were made to the passengers. After landing, it took approximately 20 minutes before the

first announcement was made about the situation.

We parked in a remote area (cargo area). The Captain made an announcement that the airport was shut down and that there were no personnel to bring a stairway to the airplane nor a bus to transport passenger to the terminal. The earliest that the airport would be open and personnel availability would not be until XA:00 am (approximately 2 hours from the current time). We tried to make the passengers as comfortable as possible by doing our meal service and drink service while we waited for help.

While on the ground, an announcement was made to disarm doors. I did as instructed but was not aware at the time that we did not have airstairs pulled up to the airplane yet (I was position FA01 4L). The Captain was asked if we should disarm the door or keep them armed do to the fact that we do not have airstairs for deplaning in an emergency. The crew was concerned that this was not standard protocol if an emergency situation should arise. The Captain informed us to keep the doors disarmed.

Eventually the airstairs were connected to the airplane. After some time had passed (approximately 2 hours after landing), passengers were asking what was the status and why there has not been any update in the situation. I then went to the front of the airplane to inquire. That is when I found out that the cockpit had left the airplane. The flight attendants were left with a plane full of passengers without any means of communicating with anyone outside of the airplane. There was no way to get anyone's attention or assistance in the event of an emergency. We were held on the airplane of an additional hour (3 hours in total) without much information. The only communication we had was through one employee who was called into the airport to help. He would come periodically with whatever information he had to give us.

## Synopsis

Flight Attendant reported arriving early to an airport, parking at a remote spot, and then finding out cockpit crew left the aircraft with everyone else onboard. Attendants had no way to communicate with ground personnel.

## Time / Day

Date : 201810

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Next Generation Undifferentiated

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 : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Off Duty

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1587343

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Procedural : FAR

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Passenger

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

I was pass riding this flight on the new 737 Max. From my seat towards the rear of the aircraft, with seats that appear to be higher, it was impossible to see the Flight Attendant perform the safety demo. It was brought to my attention when overhearing a nearby passenger comment that they could not see the demo asking if they were supposed to be able to see it.

## Synopsis

Off duty Flight Attendant reported being unable to see the B737 Max cabin safety demonstration because the passenger seats are too high.

## Time / Day

Date : 201810

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : CA

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

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 : Captain

Function.Flight Crew : Pilot Flying

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1587117

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Maintenance Action

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

The flight blocked out two minutes late. After starting Engine 2, an ECAM message for AUTOFLT RUD TRIM 2 FAULT appeared. ZZZ Ground Control was advised that we needed some time to address a mechanical discrepancy and they requested that we move out of their way and taxi southeast on Z holding short of C. The ECAM message was addressed by calling Dispatch, being transferred to [Maintenance Control], and deferring the fault via the MEL (two MEL's, one being a CAT downgrade). The MEL Operations Procedure was lengthy and required some extra minutes to complete.

While we were waiting [on the documentation] for the MELs plus a reduction in brake release fuel, Flight Attendant C contacted the flight deck to report a passenger in or near the exit rows had flagged her down to report an unusual smell of "burning fuel." Flight Attendant C stated she also smelled it and agreed with "burning fuel." I requested all flight attendants assess the odor. Three of the four flight attendants stated they could smell it with Flight Attendant B saying it burned her nose slightly and Flight Attendant A saying it irritated his throat somewhat. There was no rush to judgment at this time because we were still waiting for the [documents] anyway. The APU was started and the APU Bleed was switched on and off with Pack 1 and Pack 2 turned off alternately with the intent to eliminate the odor or isolate the source. Eventually more passengers reported smelling the odor too. The flight attendants reported that the smell would go away and then they would call back shortly thereafter to say the odor was back. Overall the odor was persistent and we had delayed somewhat hoping it would go away. No odor was apparent in the flight deck at this time. At this point, Dispatch was contacted, the transfer to Maintenance Control was made, and a decision to return to the gate was made.

Upon arrival at the gate with the flight deck door opened, Flight Attendant C forward to tell us she wasn't feeling well. When I asked if she needed medical assistance she said yes because she was feeling light headed and having some difficulty in breathing. I asked the First Officer to phone STAT-MD while I advised the gate agent to request EMTs to come to the aircraft. STAT-MD told the First Officer to call back when the EMTs arrived and to provide the vital signs. Then, I inquired about the fitness of the other flight attendants and all reported they were okay. Dispatch was advised of Flight Attendant [C] illness. At no time was I aware of any passengers showing any symptoms or claiming to be affected by the odor.

Paramedics arrived at the gate took Flight Attendant C to a medical facility for further treatment.

Because pilots are prohibited from going to the cabin to assess odors, perhaps more training for flight attendants to assess and better identify the intensity and effect of these odors could provide pilots with better info to make a "go" or "no go" decision.

## Synopsis

A320 Captain reported returning to gate due to fuel smell reported by passengers and flight attendants.

## Time / Day

Date : 201810

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

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 : Galley

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1586484

## Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During my preflight on this aircraft I usually check the oven just for checks, and surprisingly I found a blanket inside the oven, door was closed and got the attention of the other FA, and the Captain as well. Which gives me the idea that on the previous flight one



of the flight attendants was warming up this blanket to keep themselves nice and warm. I would never expected to find such an item, specially a blanket inside the oven, it is super and extremely dangerous, very irresponsible and an unprofessional act, a serious subject for me to bring it up and to be investigated.

I had to fill out this [report] to bring the attention for the safety department of [Company]. When it comes to safety issues and preventing a terrible tragedy to happen in the air, I personally would like to take action and the attention of this serious matter. I can't say exactly which of the flight attendants did this, or whoever did it, but a proper investigation about this incident would lead to whoever may have done this. To make sure that anyone do it again.

## Synopsis

Air carrier Flight Attendant reported finding a blanket in the oven during preflight.

## Time / Day

Date : 201810

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B757 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Crew Size Flight Attendant.Number Of Crew : 5

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Experience.Flight Attendant.Total : 3  
Experience.Flight Attendant.Airline Total : 3  
Experience.Flight Attendant.Number Of Acft Qualified On : 12  
Experience.Flight Attendant.Type : 50  
ASRS Report Number.Accession Number : 1586281

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Detector.Person : Flight Attendant

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Equipment / Tooling  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

I'm writing to express a general safety concern regarding the new Boeing 757 aircraft configuration for [Company] airlines mainline domestic routes. So many safety issues but my biggest concern is the fact that in order to squeeze more passengers onto the aircraft, they literally put another row of passengers in blocking the exit door at door 2R.

Leaving no clear egress if one was required during an actual emergency evacuation. Not only is it a horrid eye sore with all passengers crammed in, it is extremely unnerving to see this configuration roll out this year.

[Company] also removed one lavatory while increasing the number of passengers. And reduced the size and space in the mid-galley, taking out virtually all counter/work space, trash receptacle, and drains. While there are still coffee makers there, but nowhere to dump unused hot coffee.

## Synopsis

Flight Attendant reported an unsafe situation relating to adding seats to the Boeing 757 and making it hard to exit the aircraft in an emergency evacuation.

## Time / Day

Date : 201810  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Light : Daylight  
Ceiling : CLR

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : B737 Undifferentiated or Other Model  
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  
Function.Flight Attendant : Flight Attendant (On Duty)  
Experience.Flight Attendant.Total : 32  
Experience.Flight Attendant.Airline Total : 32  
Experience.Flight Attendant.Number Of Acft Qualified On : 4  
Experience.Flight Attendant.Type : 80  
ASRS Report Number.Accession Number : 1586280  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : N  
When Detected : Pre-flight

## Assessments

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

## Narrative: 1

Two armed escorts with a prisoner. FOM (operations manual) updated [recently] states no prisoner will be accepted on a flight over 4 hours. Our flying time was [considerably longer]. The Captain refused to, or could not, find the information. I had it on my electronic device. He refused to look at my device. He allowed the prisoner on. He also said there should be no reason for the prisoner to be handcuffed the whole flight. Another FAR broken.

## Synopsis

Flight Attendant reported the Captain allowed a prisoner on the aircraft under conditions in violation of FARs and Company policy.

## Time / Day

Date : 201810  
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 : Taxi

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1584466  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1584467  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y  
When Detected : Taxi  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

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

## Narrative: 1

Some time after [push back], Flight Attendant #2 and I detected strong smell of aircraft fumes in the aft galley area. The smell was strong where we both were bothered physically by the smell. For instance, a strong burning sensation in my nostrils and throat. We both covered our nose and mouth, but of course had to remove our hand from either place in order to breath. The burning sensation where I've indicated continued for a while. Unfortunately, on the very next flight we were exposed once again to strong smell of aircraft fumes in the aft galley and cabin area. I'm sure making the exposure and symptoms worst.

I have worked [many] years as a Flight Attendant. More often now we're being exposed to aircraft fumes in the cabin that my union is collecting data as too many Flight Attendants are being exposed to aircraft fumes repeatedly, and Flight Attendants are reporting in record number.

## Narrative: 2

[Report narrative contains no additional information.]

## Synopsis

Two Flight Attendants reported strong fume odors in the aft galley.

## Time / Day

Date : 201810  
Local Time Of Day : 0001-0600

## 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 : B737-800  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Parked

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1584465  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Galley  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1584468  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

#### Narrative: 1

Some time at departure time, FA#2 (Flight Attendant) and I detected strong aircraft fumes in the galley area where we were standing/sitting. The smell was strong enough where we both were bothered physically by the smell of fumes. For instance, I experienced a strong burning sensation in my nostrils and throat and a tingling sensation on the upper part of my head. Because this was the second flight in a row that FA#2 and I were exposed to aircraft fumes, I remember once again covering my mouth and nose as fast as possible. Again, because I needed to take a breath I uncovered my mouth. This time, I noticed that my throat and nose really burned longer than the previous time.

Since then, I have felt a slight burning sensation in the back of my throat. In case the question should arise why I didn't report this to the Captain is basically because this type of situation would not have rendered any assistance from him as I assume that he has no control or procedure to prevent it. I did asked FA#1 if she had smelled aircraft fumes in the forward galley or cabin area. At this moment I truly do not remember if she said yes in regards to this flight or the previous flight. But I do remember that she did confirm that she had also smelled aircraft fumes in the forward part of the aircraft where FA#1 is upon departure from the gate. Yet, I did informed FA#1 that FA#2 and I would probably be filing some kind of report as both times we experience physical discomfort.

Although procedure says to fill out reports and e-mail to my union, I'd like my employer to know that I was unable to fill out a report as the options on the report does not permit me to file as an illness or injury for employee. May I suggest that the report be updated to include the option for a crewmember to be included as an option in the category that says "Customer Injury/Illness" to be changed to Customer/Crewmember Injury/Illness."

#### Narrative: 2

[Report narrative contained no additional information.]

#### Synopsis

B737 Flight Attendant reported experiencing extreme fumes in rear of main cabin and galley area.

## Time / Day

Date : 201810

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B767 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component : 1

Aircraft Component : Cabin Address System

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Pax Seat

Aircraft Reference : X

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1584191

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Attendant

When Detected : In-flight

## Assessments

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

## Narrative: 1

Panel was placed over speakers, therefore unable to hear any announcements made by either the purser forward cabin or cockpit. We hit severe turbulence, never heard the cockpit make the announcement "Flight Attendants take your jumpseat immediately". We were in our jumpseat and no crew member got injured. This plane needs to be checked and panel removed so we can hear every and each announcement. Huge safety issue.

Issue two: The 767 [of this seating arrangement] was slated to be use only on domestic routes yet [the Company] placed a few of them on the international market. Lack of cross-aisle can be a huge problem for crew members and passengers in an emergency. There is no way per FAA mandated evacuating a plane in 90 secs will occur. Let me explain. The seat pods are grouped close together. There is no way passengers can cross from left to right vice versa in business class because there is no passage to get to either side. Most passengers are on the heavy side and they will be unable to jump over these pods to exit a usable door.

Elderly passengers will encounter the same fate. If doors 1L/R are blocked due to fire or obstruction the only usable exits would be the window exits which are secondary and will not allow passengers to exit as readily as a door exit. Window emergency exits are secondary exits. Why did the FAA approve this plane with the new reconfigured seats? The crew rest seats which are located aft left are not acceptable. Let me explained, they are near two lavs or one depending on the plane number.

FA (Flight Attendants) are fatigued due to lack of sleep during our crew break as passengers believe the curtain which surrounds the seats contains a hidden lav. Passengers sit on the armrest awaiting their turn to use the lav. Noise level from working crew members in the galley and passengers standing around talking are creating a unacceptable environment for crews. Emergency equipment is hidden behind the curtain when crew members are on break. In a medical emergency crew members need to retrieve said equipment, minutes count especially during a heart attack. By the time it takes to open the curtain and retrieve equipment who knows what may occur. How did the FAA not see this huge flaw in the design and approval? These 767 planes need to be reassessed.

## Synopsis

B767 Flight Attendant reported both being unable to hear announcements and the new seating configurations make evacuation difficult.

## Time / Day

Date : 201810

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1584189

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1584190

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Taxi

## Assessments

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

## Narrative: 1

At the exact time the doors were being armed, a deadheader was converted to work the flight. She was seated at a window seat and had to have the entire row get up to get out. Other people also got up to switch seats at this time. We had around 6 people standing in the aisle, the door arming announcement had not been made yet and the Captain began to push back from the gate. The cockpit door was still open. Myself and the purser began to run up to the cockpit to inform them the doors were not confirmed armed yet, the all call was not yet initiated and the cockpit door was still open and there were multiple people standing in the aisle falling over onto each other because of the illegal pushback.

The Captain looked back at us [and] told us it was fine and we would only be taxiing for a few more minutes. A [rewards passenger] seated in 2B was very off put and said she had never seen a Captain do this before and that she was frightened by the event. The crew all agreed we had never seen anything like it. Still taxiing with the cockpit door open, the purser initiated the all call, had everyone seated, and then closed the cockpit door. We played the safety demo. As soon as it was complete the Captain said "Flight attendants please be seated for departure." Before he finished the announcement he was already on the runway full speed ahead taking off. This caused myself to fall into my jumpseat as the passengers in exit row at 2L reached out to help.

I looked to the back galley to see two flight attendants holding onto the carts, not in their jumpseats because they could not get to them in time as we are now off the ground and heading up into the air. The third flight attendant (who was supposed to be seated at 2R) was halfway down the economy aisle when the Captain took off with the short warning. She had to run to the back of the airplane as the Captain pulled the plane up. 3 of 5 flight attendants were either not in their assigned jumpseats or not in a jumpseat at all because of this Captain. Final safety checks were not able to be performed throughout the entire cabin.

## Narrative: 2

Boarding finished, boarding door closed. Flight attendants in process of arming doors. Captain/pilots start pushing back/reversing airplane with 4 doors disarmed and cockpit door open. Flight attendant/purser tells Captain we are not ready yet - not all doors are armed and cockpit door was not closed. Airplane was still being pushed back while doors are in the process of being armed and the cockpit door was not closed. After safety video presentation cabin safety walkthrough checks.

After the safety video, I proceed to do my safety checks from standing at my position at row 7. As I walk by the exit row (row 21), I hear the flight attendant prepare for takeoff announcement. I then hear the engines revving and the pilots soon start moving the plane - fast. I had to run to my jumpseat and strap in as we were lifting off. The other flight attendant, who was supposed to sit at door 2 was also caught off guard (her demo

standing position was at row 30). She ended up sitting back at door 4 with myself and the other flight attendant. The pilots gave us no time between the prepare for landing announcement and actual take off.

## Synopsis

B757 flight attendants reported pushback, taxi and takeoff occurred with minimal contact and time provided by the flight crew, and contrary to SOP.

## Time / Day

Date : 201810

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1583737

Human Factors : Physiological - Other

## Events

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Physical Injury / Incapacitation

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

After takeoff, I (FA 2) smelled a strong odor of dirty bleach and [experienced] a headache, dizziness, tightening of throat, nausea and burning eyes. After level off the smell dissipated. Still felt very nauseated, headache, dizziness and tightness in throat throughout the flight. On descent the same smell continued with same symptoms. FA 4 started feeling nauseated and headache. After landing I could still smell the odor and ask FA 1 to come to the back of airplane and midway through the cabin she started feeling nauseated, headache and dizziness. Captain put the event in the logbook and the plane

was taken out of service. FA 1, 2, and 4 went to clinic and then hospital for blood work. After 5 hours blood was taken. Results were normal. The blood work should have been drawn a lot earlier.

## Synopsis

A319 Flight Attendant reported feeling ill after being exposed to fumes in the cabin. Other flight attendants reported similar effects, and three of them went to the hospital.



## Time / Day

Date : 201810

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Tower : ORD

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Takeoff

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1583736

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

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

## Narrative: 1

I was the Number 2 Flight Attendant, working a delayed flight. We arrived at the aircraft and passenger boarding began without any crew briefing from the Captain. Upon door closure, we were notified that the ramp was closed, and we would be sitting for at least 15 minutes, potentially more. I called the cockpit to see if our brake was released (wondering, "are we receiving flight pay/ATC hold pay for this delay?"). The Captain informed us that "No-we aren't getting paid a penny to sit here!" We finally were able to leave the gate. Upon taxiing out, we were notified that we would not be departing for some time. We parked and the engines were shut down at some point. The passengers moved about the cabin to the lavatories during this delay. Approximately one hour later, the engines came back on and we heard the announcement "Prepare for takeoff." We made an announcement for passengers to return to their seats and bring their seatbacks and tray tables forward, as well as to stow laptops.

While conducting our compliance check, I noticed that we were turning onto the runway and beginning to accelerate. The Number 4 Flight Attendant and I struggled to get to our jumpseats as the airplane was taking off. Following take off, there was a substantial amount of turbulence during the climb out. I called the Number 1 Flight Attendant and asked if they had heard a chime before takeoff. They had NOT, and indicated they had been scrambling to get to their jumpseats in time, as well. The Captain finally called to indicate it was probably safe to get up. I called him back to tell him that we were all in the aisle during takeoff, and that we did not hear a takeoff chime. He immediately defended himself, saying "YES WE DID, we said prepare and chimed," to which I replied "Regardless, four of us did NOT hear the chime, and we were in the aisle during takeoff." He told me that we would "have a discussion on the ground."

Upon landing the Captain made no comment to us, and when the Number 4 Flight Attendant asked if we were going to discuss what had happened in the crew van, the Captain answered with a loud "NO!" Pilots should always verify if the cabin is ready for takeoff following a significant delay and sit on the tarmac. A pilot briefing should always be conducted, even if flight is delayed.

## Synopsis

B737-800 Flight Attendant reported not receiving the proper pre-takeoff warning from the cockpit.

## Time / Day

Date : 201810

## 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 : 1582628  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Procedural : Published Material / Policy  
Anomaly.Deviation - Procedural : Security  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight

## Assessments

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

## Narrative: 1

Passenger deplaned without acknowledging me at door 2. Several passengers concerned that he stowed his bags and exited immediately (especially [passenger at specified seat], who actually wrote a report of his own). I got off the plane called the agent she had him in her sight said he needed WiFi. I told her he just exited a secure area and can't just exit for WiFi. She tells me, (he's an [airline code for passenger awards]) and she had him in sight. To my understanding [passenger award customers] follow the same security protocols.

She put him in the jetway. He took a seat on an aisle chair opened his laptop, set up a makeshift work station in the jetway, made phone calls and etc. and refused to come in when we tried waved him down. Meanwhile the Captain boards in street clothes/no briefing. Just gives his name. Passenger questions his identity. I ask the agent about him boarding in street clothes and she said she checked his badge. He proceeded to change in the cockpit. I tell him my concerns, I have never been on this plane and it doesn't have a key pad, what's the door access procedure. He tells me he's also never been on this plane he flies [another model]. We decided on calling and knocking. As far as the passenger who breached security, he says, can you live with him on the jetway for 10 minutes. I thought it was dismissive. Later the passenger boards, I explain that what he did was a breach of security and he can't run off a plane without acknowledging the crew. He boldly tells me I'm wrong several times. He tells me secure area is anything after security. He can then do whatever after that and often does as he flies often. No sir, the plane is the prize and this is the secure area. He continues to tell me I'm wrong, meanwhile the airplane door was shut by the agent without acknowledging me or my crew. I asked the Captain to address the situation with the passenger. Again he seemed to be put out. Told me I was right. Asked me if it mattered. I said yes, it matters to me. He asked me the seat number. He got up went to his seat and told the man in XXF that he was wrong and I was right. I let him know seat E is the middle seat. I was out of ear shot but the passenger in XYE and several others were very happy to see the Captain address the situation. There was no response from the passenger in XXE to the Captain as he said his piece and left, he didn't wait for a response.

## Synopsis

Air carrier Flight Attendant reported a passenger disembarked the aircraft during boarding without permission and violated security protocol.

## Time / Day

Date : 201810

## 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 : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1582351  
Human Factors : Confusion  
Human Factors : Training / Qualification  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y

## Assessments

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

## Narrative: 1

Exactly what size device can be kept out during taxi and takeoff? We used to say iPads, Kindles, and phones but now the iPads have gotten larger. Our announcements say "hand held." Not "hands" held. The [company] magazine only says "small", lightweight devices under 2 lbs. It is getting out of control. I was verbally abused again by a passenger today. As I tried to calmly explain to him what the restrictions were, he kept stating that no one has ever told him this. (He has been flying 3 years with the same large iPad -13x11- and

never had anyone tell him to stow it). He continued to tell me that maybe everyone needs to be trained. Consistency is more important. I explained that electronic devices have changed dramatically over the last 5 years. Some Flight Attendants just don't want to hear it from people like him. I was abused. Several passengers apologized for his behavior. Our Manual indicates PEDs should be small. What is small? Apple iPads are acceptable. What size apple iPad? iPads can be 8x10 inches or larger. Is that too big? If not, why does a laptop have to be stowed?

I've written [a report] before on this and received no guidance. At this point, we should restrict electronic devices size to a phone. That's it. People shouldn't be hooked up and unable to hear us anyway.

Direction on what must be stowed or not needs to be concise and not left up to the Flight Attendant's discretion. Passengers need to know what the exact limits are. If not, we will continue to confuse and anger the very people we are trying to keep flying with us.

## Synopsis

Air carrier Flight Attendant reported confusion about the size of device that should be allowed to be out during taxi and takeoff.