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

Update Number......................................................... 32.0

Date of Update....................................................... August 31, 2017

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.
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.

Linda J. Connell, 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: 1457717 (1 of 50)

Synopsis
Flight Attendant reported airline's A321s are inadequately configured with jumpseats, seatbelts, and shoulder harnesses to provide safety for three flight attendants working in the aft of the aircraft during turbulence.

ACN: 1448749 (2 of 50)

Synopsis
A319 Flight Attendant reported a dirty sock smell during takeoff.

ACN: 1447744 (3 of 50)

Synopsis
B737 Flight Attendant reported a through passenger was left in the cabin with no flight attendants on board.

ACN: 1447400 (4 of 50)

Synopsis
Air carrier Flight Attendant reported a company issued tablet battery was observed bulging during the bus ride to the airport.

ACN: 1447398 (5 of 50)

Synopsis
Flight Attendant reported a burning smell and a galley oven fire that was addressed with a fire extinguisher.

ACN: 1447118 (6 of 50)

Synopsis
A Flight Attendant reported an inebriated passenger claimed to have been shocked by exposed passenger service unit wires, but refused medical attention and became increasingly agitated and aggressive.

ACN: 1446797 (7 of 50)

Synopsis
A Flight Attendant reported encountering a passenger with a heart condition on an oceanic flight that required medical attention from doctors on board.

ACN: 1446388 (8 of 50)

Synopsis
Flight Attendant reported that a passenger detected a brown liquid on her tray table that irritated skin when contact was made.

**ACN: 1446386 (9 of 50)**

**Synopsis**
A Flight Attendant reported that during some light turbulence the aircraft suddenly dropped injuring a Flight Attendant.

**ACN: 1446383 (10 of 50)**

**Synopsis**
A321 Flight Attendant reported the water in the aft galley was contaminated, had a dark yellow green color and smelled like anti-freeze/deicing fluid.

**ACN: 1446372 (11 of 50)**

**Synopsis**
A Flight Attendant reported a passenger misconduct incident involving the unauthorized filming of the flight crew performing their duties.

**ACN: 1446366 (12 of 50)**

**Synopsis**
A Flight Attendant reported a passenger misconduct incident regarding the unauthorized use of premium seating. When the passengers were confronted, and told they would be charged for upgrading, they responded in a very threatening and abusive manner.

**ACN: 1445789 (13 of 50)**

**Synopsis**
A319 Flight Attended reported an odd odor in the front of the cabin. Other flight attendents noticed odd physical effects from the odor and the aircraft ultimately returned to the gate.

**ACN: 1444373 (14 of 50)**

**Synopsis**
A321 Flight Attendant reported an abusive and drunk passenger in flight. The passenger was escorted off the aircraft by security at the destination airport.

**ACN: 1444349 (15 of 50)**

**Synopsis**
CRJ-200 Flight Attendant reported a passenger in an emergency exit row was defiant and non-compliant when asked to stow his laptop and remove newspapers from the exit row floor beneath his feet.

**ACN: 1444341 (16 of 50)**

**Synopsis**
Flight Attendant reported noncompliance with an apparently intoxicated passenger.

**ACN: 1443504 (17 of 50)**

**Synopsis**
Air Carrier Flight Attendant reported of a disruptive passenger that got in her face for reasons she could not control.

**ACN: 1443500 (18 of 50)**

**Synopsis**
B767-300 Flight Attendant reported a disruptive passenger on a trans Atlantic flight who demanded an upgraded seat due to her senior citizen status and refused to return to her assigned seat.

**ACN: 1443217 (19 of 50)**

**Synopsis**
A321 Flight Attendant reported not receiving the approach announcement from the Captain and only realizing how close to landing when hearing the gear extended. The cabin was not completely secured and a passenger was in the forward lavatory during the landing.

**ACN: 1442058 (20 of 50)**

**Synopsis**
B737 Flight Attendant reported unruly passengers on an international flight who refused to take their assigned seats.

**ACN: 1441737 (21 of 50)**

**Synopsis**
A320 Flight Attendant reported a sour odor in the aft galley. They informed the Captain, but the flight continued as planned.

**ACN: 1441441 (22 of 50)**

**Synopsis**
B737 flight attendants reported the slide on the forward entry door nearly deployed the flight attendant opened the door before the slide was disarmed.

**ACN: 1441123 (23 of 50)**

**Synopsis**
A319 Flight Attendant reported smoke in the cabin near the overwing exits during climb.

**ACN: 1440716 (24 of 50)**

**Synopsis**
A321 Flight Attendant reported smelling dirty socks when boarding. During the flight one flight attendant began to feel ill and went to the hospital the next day.

**ACN: 1440708 (25 of 50)**

**Synopsis**
A Flight Attendant reported that she fell due to an open hatch in the cabin.

**ACN: 1439900 (26 of 50)**

**Synopsis**
CRJ900 Flight Attendant reported a very hard landing that the Captain seemed reluctant to enter into the logbook. The oncoming Captain was informed and the aircraft was taken out of service for inspection.

**ACN: 1439305 (27 of 50)**

**Synopsis**
An air carrier Flight Attendant reported that a Gate Agent knowingly issued a jump seat to a non-crew, standby passenger who was accompanied by a jump seating Flight Attendant.

**ACN: 1438895 (28 of 50)**

**Synopsis**
Flight Attendant reported a disruptive passenger demanded wine and his aggressive behavior caused some passengers to be reseated. Law enforcement met the aircraft.

**ACN: 1438894 (29 of 50)**

**Synopsis**
A330 Flight Attendant reported smelling a burning odor and observed haze in the cabin after takeoff.

**ACN: 1438881 (30 of 50)**
### Synopsis
Boeing 787 Flight Attendant reported an adult passenger required a diaper change in his seat. The Flight Attendant questioned whether the passenger should have been boarded under this condition, citing sanitary reasons.

**ACN: 1437931 (31 of 50)**

### Synopsis
A330 Flight Attendant reported a potent smell in the aft section of the aircraft while performing pre-flight duties. Eventually the entire crew was negatively affected by this odor.

**ACN: 1435678 (32 of 50)**

### Synopsis
A320 Flight Attendant reported a "dirty sock" smell in the rear of the aircraft shortly after takeoff. The Captain was informed and the flight returned to the departure airport.

**ACN: 1435002 (33 of 50)**

### Synopsis
A Flight Attendant reported being injured by unexpected turbulence.

**ACN: 1432642 (34 of 50)**

### Synopsis
An EMB-190 Flight Attendant prevented a caterer from opening the 2R galley door after boarding was complete and slides armed. The caterer departed but proceeded to open 2L activating the slide after the Flight Attendant went forward to call Maintenance.

**ACN: 1432371 (35 of 50)**

### Synopsis
B737 Flight Attendant reported having to instruct an off duty Flight Attendant in uniform, to keep her small dog in its carrier prior to and after the flight.

**ACN: 1431799 (36 of 50)**

### Synopsis
The flight attendants on an Airbus A330 reported that there was a very strong odor in the cabin after takeoff.

**ACN: 1431443 (37 of 50)**

### Synopsis
A321 Flight Attendant reported smoke and fumes in the cabin and experienced illness after the event.

**ACN: 1430620 (38 of 50)**

**Synopsis**
A321 Flight Attendant and Captain reported smelling a strong burn-off or fuel smell during takeoff, then once again after landing.

**ACN: 1430618 (39 of 50)**

**Synopsis**
Four B757 flight attendants reported two fume events at the gate prior to push back. After the second event the flight attendants were taken to the hospital and the aircraft was taken out of service.

**ACN: 1430527 (40 of 50)**

**Synopsis**
The flight attendants of an Airbus A330 reported a musty sock odor in the cabin during takeoff and continued during flight. Many required medical attention.

**ACN: 1430524 (41 of 50)**

**Synopsis**
A321 Flight Attendant reported a strong odor in the cabin during cruise resulting in physically ill symptoms.

**ACN: 1430484 (42 of 50)**

**Synopsis**
A330 flight attendants reported an aircraft evacuation at the gate due to heavy smoke in the passenger cabin.

**ACN: 1430480 (43 of 50)**

**Synopsis**
A320 Flight Attendant reported that cabin fumes became unbearable during the flight, resulting in illness.

**ACN: 1430444 (44 of 50)**

**Synopsis**
A321 Flight Attendant reported a strong odor in the aircraft during boarding. When many passengers and cabin crew members began to feel ill, the Captain decided to have the passengers exit the aircraft.
<table>
<thead>
<tr>
<th>ACN: 1430346 (45 of 50)</th>
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</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>Cabin crew reported strong fumes in the cabin after application of takeoff power, that resulted in a return to the departure airport.</td>
</tr>
</tbody>
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<tr>
<th>ACN: 1430330 (46 of 50)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>A319 Flight Attendant reported a lack of communication from the cockpit during descent in severe turbulence.</td>
</tr>
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<tr>
<th>ACN: 1430291 (47 of 50)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>A330 Flight Attendant reported an odd odor in the cabin that resulted in physical symptoms related to the odor.</td>
</tr>
</tbody>
</table>

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<tr>
<th>ACN: 1430284 (48 of 50)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>A321 Flight Attendant crew reported a strange odor on the aircraft during descent, all crew members affected and went to the hospital. Lead Flight Attendant recommended that they should also be trained to use portable oxygen during fume events.</td>
</tr>
</tbody>
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<tr>
<th>ACN: 1430268 (49 of 50)</th>
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</thead>
<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>An A319 Flight Attendant reported neck and shoulder injuries while attempting to stow the aft beverage cart when severe clear air turbulence struck and there were no hand holds installed.</td>
</tr>
</tbody>
</table>

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<tr>
<th>ACN: 1430267 (50 of 50)</th>
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<tbody>
<tr>
<td><strong>Synopsis</strong></td>
<td>A320 cabin crew reported a failure in the hydraulic system while taxiing resulted in smoke in the cabin and a subsequent call by the Captain to evacuate.</td>
</tr>
</tbody>
</table>
Report Narratives
Time / Day
Date: 201706

Environment
Weather Elements / Visibility: Turbulence
Light: Daylight

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: A321
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Nav In Use: GPS
Flight Phase: Cruise
Crew Size Flight Attendant. Number Of Crew: 4

Component
Aircraft Component: Cabin Crew Seat
Aircraft Reference: X

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Service
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
Experience. Flight Attendant. Total: 36
Experience. Flight Attendant. Airline Total: 36
Experience. Flight Attendant. Number Of Acft Qualified On: 4
Experience. Flight Attendant. Type: 1
ASRS Report Number. Accession Number: 1457717
Human Factors: Other / Unknown
Human Factors: Confusion

Events
Anomaly. Aircraft Equipment Problem: Less Severe
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 : Company Policy
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Weather
Primary Problem : Company Policy

Narrative: 1

My first time working on the Airbus 321 at [Company]. There are typically 3 flight attendants working the main cabin. We hit turbulence and had to immediately strap in and guess what? There are only 2 single jumpseats with seatbelts and harnesses in the rear of the aircraft. The 3rd flight attendant is out of luck. They can’t get to 3L because we are trying not to kiss the ceiling. This situation MUST BE IMMEDIATELY addressed. There needs to be double jumpseats with 4 seatbelts and harnesses available for working crew to keep them safe. All [Company] Airbus aircraft need to be retrofitted with these.

Synopsis

Flight Attendant reported airline's A321s are inadequately configured with jumpseats, seatbelts, and shoulder harnesses to provide safety for three flight attendants working in the aft of the aircraft during turbulence.
**Time / Day**
Date : 201705

**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  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1448749

**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  
Primary Problem : Aircraft

**Narrative: 1**
Upon take off I, the number 3 flight attendant, and the number 2 flight attendant noticed a distinct dirty sock, mildew smell. We both donned the masks provided on the emergency equipment bin and informed the captain. This was the only instance the smell was noticed on the aircraft.

**Synopsis**
A319 Flight Attendant reported a dirty sock smell during takeoff.
Inbound crew deplaned airplane.... all 4 flight attendants. As they walked up the jet bridge they said we have 1 through passenger. Which I replied "on the airplane? NOW?" The other crew replied yes. I asked, is there a flight attendant on board? The other crew said, no and continued to walk up the jet bridge. As our crew tried to board, catering had brought carts from the aft of the airplane. There were 2 large carts in the entry door way. 2 carts in the aisle and carts out of the housing in the galley being moved around and catered. I told catering to move the cart that we needed to board the airplane. They
replied, in just a few minutes we are catering from the back of the airplane. I told them a passenger was on board and we needed to get on. It took several minutes for them to move the carts in a way that the number 2 hopped on and stood at the bulk head to monitor the cabin while catering continued to move carts and re-cater the 1st class galley from the back of the airplane. Several more minutes before the rest of the crew could board. Number 2 deplaned and grabbed her luggage and boarded. Passenger was on the plane 3-5 minutes with no crew on the airplane. Notified captain.

Inbound crew never should have deplaned until at least 1 outbound crew member was on board. Inbound crew did not follow procedure. Catering should not move carts or attempt to cater until crew exchange has been completed if they are going to cater the front of the airplane from the back. All through passengers should be made to deplane if inbound crew does not follow procedures.

**Synopsis**

B737 Flight Attendant reported a through passenger was left in the cabin with no flight attendants on board.
**Time / Day**
Date: 201705

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

**Aircraft**
Reference: X
Make Model Name: No Aircraft

**Component**
Aircraft Component: Tablet
Aircraft Reference: X
Problem: Malfunctioning

**Person**
Reference: 1
Reporter Organization: Air Carrier
Function.Flight Attendant: Off Duty
ASRS Report Number.Accession Number: 1447400

**Events**
Anomaly.Aircraft Equipment Problem: Less Severe
Detector.Person: Flight Attendant
When Detected: Pre-flight
Result.Flight Crew: Took Evasive Action

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

**Narrative: 1**
I showed the Captain my bulging/expanding Tablet battery on the bus from hotel to [the airport]. Along with the cockpit, we made a unanimous decision to leave the battery in [departure airport], and to give the battery to the agent at the gate. I hope [the company] will take priority action to ensure the safety of the crew, passengers, and planes so that there will be no exploding batteries in our [company] tablets. This could be a onetime incident or a future human loss and financial nightmare at 40,000 feet in the air.

**Synopsis**
Air carrier Flight Attendant reported a company issued tablet battery was observed bulging during the bus ride to the airport.
ACN: 1447398 (5 of 50)

Time / Day
Date: 201705

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
Nav In Use: FMS Or FMC
Flight Phase: Descent

Component
Aircraft Component: Galley Furnishing
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Service
Reporter Organization: Air Carrier
ASRS Report Number. Accession Number: 1447398

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
When Detected: In-flight
Result. General: Maintenance Action
Result. Flight Crew: Took Evasive Action

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1
During initial [descent] I came from the back of the plane picking up trash. When I got to the front of the plane I told the galley FA that I smelled something burning. I opened the oven and saw flames in the back of the oven from the bottom to the top. I slammed the oven door shut and told her there was a fire in the oven and she immediately turned the breaker switch off and I grabbed the Halon fire extinguisher and handed it to her.
I called the Captain and informed him of the situation while she put the fire out in the oven. It was put out in just a few seconds and when we landed he checked the oven out and he also wrote it up. No one was injured but when everyone was off the plane the agent said the passenger in [first class] was filing a complaint because he had a headache. No one else complained and we had no issues ourselves.

**Synopsis**

Flight Attendant reported a burning smell and a galley oven fire that was addressed with a fire extinguisher.
**ACN: 1447118** (6 of 50)

**Time / Day**
- Date: 201704
- Local Time Of Day: 1801-2400

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

**Aircraft**
- Reference: X
- ATC / Advisory.Center: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: Widebody Transport
- Crew Size.Number Of Crew: 3
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Cruise
- Airspace.Class A: ZZZ

**Component : 1**
- Aircraft Component: Pax Seat
- Aircraft Reference: X
- Problem: Malfunctioning

**Component : 2**
- Aircraft Component: Electrical Wiring & Connectors
- Aircraft Reference: X
- Problem: Improperly Operated

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Service
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1447118
- Human Factors: Communication Breakdown
- Human Factors: Situational Awareness
- Human Factors: Workload
- Human Factors: Distraction
- Communication Breakdown.Party1: Flight Attendant
- Communication Breakdown.Party2: Other

**Events**
Passenger during initial service notified me that he had been shocked twice by the armrest Power Supply Unit (PSU). The unit had been pulled out so the wires were showing. I asked if he needed medical assistance and he refused. I moved him to [a different seat] and taped the armrest. He complained over and over that he was having pain, but continued to refuse medical assistance. He said he was writing an email to my airline and was going to sue. I noticed that he was consuming alcohol and appeared to be inebriated. His eyes were red and his speech slurry.

He had previously told me that he didn't have a card to pay for drinks only cash. He then said that he had paid some passenger to use their cards for his drinks. I slowed down his drinking explaining that we needed to monitor his possible medical situation. He became increasingly agitated and repetitive despite me trying to de-escalate the situation. He was following me around and came into the galley to video me. When I said that wasn't allowed he pushed me on the shoulder. I went up to the purser and we called a level one. That was the end of my contact with him.

Synopsis
A Flight Attendant reported an inebriated passenger claimed to have been shocked by exposed passenger service unit wires, but refused medical attention and became increasingly agitated and aggressive.
ACN: 1446797 (7 of 50)

**Time / Day**
- Date: 201705
- Local Time Of Day: 0001-0600

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

**Aircraft**
- Reference: X
- ATC / Advisory.Center: ZZZ
- 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: Cruise
- Route In Use: Oceanic
- Airspace.Class A: ZZZ

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Service
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1446797

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Detector.Person: Passenger
- Were Passengers Involved In Event: Y
- When Detected: In-flight
- Result.General: Physical Injury / Incapacitation
- Result.Flight Crew: Took Evasive Action

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

**Narrative: 1**
With approximately 1:30 flight time remaining until touchdown. Passenger explained to the a FA X that she was feeling light headed and felt like she was going to pass out. FA gave her some ice and ginger ale. She stated she was feeling worse, FA asked if she needed medical assistance and she said yes. We were on the third beverage cart when I
heard FA X page for medical assistance. I immediately grabbed the medlink headset and went to the front of the aircraft. There were at least 5 medical personnel passengers on the scene when I arrived (4 being MD and 1 RN). The passenger did lose consciousness and had to be carried into the forward galley. One MD passenger was an anesthesiologist and took over with getting the passengers vital signs. I had a personal pulse and O2 saturation monitor that we placed onto the passenger to keep an eye on her vitals. She was breathing and had a pulse, we gave her oxygen and she regained consciousness. During this time the MD was asking her medical history and how she was feeling as I recorded. The MD also had an app on his phone and determined her to be in atrial fibrillation. We made sure to have the AED close by if anything changed with the passenger. I updated Medlink and they recommended that we continue oxygen, give her orange juice and that medical personnel will meet the aircraft when we land. We attempted to have the passenger slowly sit up and monitor her. She kept feeling like she was losing consciousness and said she had chest pressure. We laid her back down and the MD wanted all medical equipment we had. We opened up the EEMK and he would ask me if we had certain medication and equipment and I would find it and give it to him. They gave the passenger one 325 mg of aspirin. The MD also gave her 630 nitroglycerin (from the EEMK) for her chest pressure. Immediately after giving her nitroglycerin, her chest pressure subsided. The MD also started an IV (but no IV fluid was given) just in case her status changed and so that paramedics could give her an IV faster and easier. The MD advised us that she needed to remain supine laying down to keep her conscious and for her own health safety. We notified the captain and he approved of her remaining supine on the floor while we landed. We moved the MD and his wife who was the RN to first class. So that if anything changed during landing, they could easily assist and speak to paramedics. We landed safely and the ill passenger when taken by paramedics.

Synopsis

A Flight Attendant reported encountering a passenger with a heart condition on an oceanic flight that required medical attention from doctors on board.
Narrative: 1

I was in the first class galley working the flight attendant A position. Flight attendant B, approached me and informed me that the passenger in 6A had detected a brown liquid on her tray table. FA B immediately gave the passenger prewet wipes and the passenger proceeded to wipe of the liquid. Flight attendant B then proceeded back to inspect and also cleaned the soiled area with wet clothes. Several minutes later after disposing of the clothes in the garbage can in the first class galley FA B noticed that she felt a burning sensation on her hands. She immediately notified the Captain. She then proceeded to wash and sanitize her hands. At this point we realized the liquid on the tray table was not coffee or coke but some type of corrosive. The Captain advised us to retrieve the soiled clothes from the garbage bin. I proceeded to put on protective gloves and retrieved the soiled clothes, putting them into the hazmat bag from the Universal Precaution Kit (UPK) and then sealing that bag and placing that bag into a garbage bag and sealing that bag. We relocated the bag away from the passengers until landing. Upon landing Hazmat came on board and retrieved the bag. The passenger in 6A had no issues with her hands burning but reported a slight and temporary itching which disappeared after she cleaned her hands. She reported back to us that she felt fine and was not concerned. We reported this
information to the Captain. Upon landing a maintenance crew member came on the aircraft and inspected the tray table and seat for any further fluid. The passengers all deplaned without any further incident. Flight attendant B reported that she also had no further irritation to her skin.

**Callback: 1**

The reporter stated that a brown liquid substance was found on a tray table and when the passenger attempted to wipe it off using a wipe it burned her skin. The reporter also stated that another flight attendant attempted to assist the passenger clean up the substance when she too felt her skin burning. The reporter stated that the brown substance was from an unknown origin, suspect perhaps it's from a leaking battery from a previous passenger or a cleaning solution used by Maintenance. The reporter stated she was sure the origin of the substance was not from the aircraft itself.

**Synopsis**

Flight Attendant reported that a passenger detected a brown liquid on her tray table that irritated skin when contact was made.
While working the galley, the seat belt sign came on, but we continued service. Turbulence was light. We were handing out water and ice cream, and also picking up from the A zone aft. Suddenly the aircraft severely dropped. I was lifted completely off my feet and hit the
ceiling in the aft galley and then was just as quickly slammed back to my feet and the floor. I kind of crumpled down. Five flight attendants were on the floor plus one passenger. Two crew grabbed jumpsuits, but there are only two jumpsuits in the back. A flight attendant who was back helping also sat on the floor in front of the 4L lavatory. Eventually it smoothed out, but I was feeling back pain. I tried to file the claim while on layover, but the phone number and all "links" to this page would not load overseas.

Synopsis
A Flight Attendant reported that during some light turbulence the aircraft suddenly dropped injuring a Flight Attendant.
Water in aft galley had a dark yellow green color. The smell was so bad burnt nose when smelling. The color and smell was that of anti-freeze/deicing fluid or transmission fluid. This is very disturbing since this is the water that we served to passengers with coffee/tea. I consumed three cups of coffee and have stomach issues all week. I'm still waiting for a
description of what was in this water.

The planes water tank should be tested immediately and whomever was in charge of filling this tank should be accountable. I have never smelled anything so toxic as what came out of the water spout. The water that was left on the front galley by our crew should have been tested immediately. Please provide a detailed report of what was found in this tainted water, why and how it managed to get into the water tanks.

**Synopsis**

A321 Flight Attendant reported the water in the aft galley was contaminated, had a dark yellow green color and smelled like anti-freeze/deicing fluid.
During Inflight main cabin meal service Flight Attendant Y told me the passenger wanted the Purser. I approached them. Screens were down. Tried numerous times to reset. They asked for two seats together. I got them the last row aircraft left. Shortly, they were reported filming the crew! I asked them about it and they denied doing it. I asked them to stop as it’s against company policy. We had no passenger misconduct sheets in our kits to tear off and hand them the bottom warning section. I also do not see them anywhere
online. They interfered with our duties most of the flight.

In the recent events being posted online we need clearer policy on how to handle these situations as they will become more common, especially as we shrink the cabins increasing the likely of more confrontations!

**Synopsis**

A Flight Attendant reported a passenger misconduct incident involving the unauthorized filming of the flight crew performing their duties.
I'm filing this report because I stepped off the aircraft (about 3 steps away) onto the jet bridge to alert the gate agent standing there about the passenger mentioned in this report. They were just behind me as I stepped off the aircraft. The agent saw for himself and stated to me after seeing the passenger's words and gestures...'I would say that is threatening behavior!'
Also, though I did not seat them in premium economy; I did allow both passengers to remain in premium economy seating, because I felt threatened and didn’t want the situation to escalate any further. The passengers around them were becoming uneasy, by the looks on their faces.

Upon reflection, I realized that I could have done things differently (there is always room for improvement) but I have to blame fatigue after waiting 3 hours in a hot airport prior to boarding this flight (my 3rd for the day).

The event happened as followed:

Prior to boarding the gate agent stated that there will be those that want to move to premium economy without being charged. She wanted to make us aware beforehand. I notified the flight attendant in the aisle of the gate agents briefing. While boarding Passenger Mr. X and his wife Ms. X entered. Mr. X asked that he and his wife be seated together because she has severe anxieties and didn’t want her to cause a scene.

I advised him that if once in the air and after the seatbelt sign goes off he could ask to switch seats with another passenger and informed him that he could not sit in premium economy without an upcharge. He did not like my answer. He said 'look at her (now standing in first class cabin)...just look at her.' I didn’t see anything out of the ordinary with her behavior, except she looked agitated. I asked him to speak to the flight attendant in the aisle for assistance in order to keep the boarding process moving.

Before closing the door, I went to check on these 2 passengers and seen that they were sitting in an empty row in premium economy. I asked them if they would like to pay the upcharge for the seats they were occupying and he said with a stern voice 'NO!' He became very angry to the point his wife said 'Stop it' and popped him in the chest with her left hand- 2 different times.. He said very angrily and loud that 'I am NOT moving!' I told him that we will not be able to close the cabin door if they do not return to their original seats. At that point he went but not without stating how 'sorry' I was and that I should allow them to sit together because of her anxiety. I did not feel safe because of how angry he became when I told him to go back to his seat.

I informed the captain who wanted to give him another chance and not take him off the flight. After the seatbelt sign was turned off I called to the back galley and asked the other FA to see if they could reseat them in economy or get someone to trade their economy seat. 30 minutes later I went through the cabin to find them seated once again in the premium economy seats. I stopped and asked them if they had decided to do an upcharge. Mr. X once again became inflamed at me stating 'NO, we did not! Your flight attendant moved us here.' I replied that they should not have done that. Because he stated again in a loud forceful and threatening tones that I didn’t understand and that sometimes exceptions need to be made. Stating that his wife had a disability with her anxiety.

I told him in calm tones that I understand as my own family members suffer from severe anxiety, but we still cannot assign them to seats that they did not pay for. He said 'Next time I fly, I will just sit were I want to and I will NOT move.' This angry, threatening tones with me was causing a scene with the surrounding passengers, for this reason, I left them there for the duration of the flight rather than move them again. Before leaving them, I asked his wife if she was ok and he said, 'Yes, NOW she is...NO thanks to you!'
I have never felt so harassed in my life and bullied by a passenger. I thought we all agreed beforehand that we weren't going to move passengers to premium economy without charging, but this passenger was better left alone. When we landed I reported Mr. X and his wife to the gate agent. I stepped onto the jet bridge just before they came off so that I could point them out to him. As they passed me and the gate agent he yelled and waved his hand 'Thanks for ruining my flight!' The gate agent said he would flag him for future flights.

Synopsis

A Flight Attendant reported a passenger misconduct incident regarding the unauthorized use of premium seating. When the passengers were confronted, and told they would be charged for upgrading, they responded in a very threatening and abusive manner.
**Narrative: 1**

[This flight] was brought back to the gate for a bothersome odor that was smelt by the crew. Boarding took place and the demo was done and after that the A flight attendant brought attention to the rest of the crew of a strong order that was bothering her eyes and nose.

She asked did anyone else smell it and I [the] B flight attendant said yes I did but didn't smell it in the rear of the plane but smelled it toward the front. [Flight Attendant A] also
asked the Flight Attendant C did she smell anything and [she] explained that she was sensing something because she had a headache and it was just starting. [Flight Attendant A] called the Captain and we were told from there we would be reporting back to the gate.

The Captain made an announcement to the passengers of what was going on he also called again to ask more details. Once at the gate the Captain asked for everyone to deplane as maintenance would have to come on and access the situation.

**Synopsis**

A319 Flight Attended reported an odd odor in the front of the cabin. Other flight attendents noticed odd physical effects from the odor and the aircraft ultimately returned to the gate.
Passenger moved from his original seat to seat XXC. Right after we leveled off Mrs. X (XXB) rang her FA call button and asked to be reseated, as her husband (pointing to XXC) was drunk and disturbing her. I informed Mrs. X that we had few open seats and would
look into it. I went to the front to locate an empty seat and to inform the lead FA and the Captain about the situation. When I returned to row XX, Mrs. X informed that she would like to stay where she was for the moment and if things didn't improve she would call. I offered both of them water, which was refused, and walked away. During the 1st beverage service, when I reached row XX I heard Mr. X asking the FA-B if she was serving alcohol on the flight, which she replied 'no'. FA-B went to the back to get the drinks for seats XXA and XXB, then Mr. X asked me if I had alcohol in my cart and I informed him that I had, however alcohol would not be served to him during the flight. He asked why and I informed that we were aware he was already under the influence of alcohol and that was the reason he would not be served any alcohol. He asked what other drinks we had and requested a cranapple juice. At that point the FA-B came with the drinks for the other the other two passengers and he started arguing with her why she said she didn't have alcohol. FA-B informed Mr. X, she said she wasn't serving him alcohol, but he continued the argument and she walked away without saying anything. At that moment he called her out loud "[expletive]" and I told Mr. X to please watch his language and respect the crew, and his reply was "[explicit] you". I walked away and called the lead FA to inform about the incident, which it was addressed to the Captain and local police requested to meet the flight upon arrival.

Later on during the arrival services FA-B spilled water on the cart accidentally and a few drops went on Mr. X's arm, he started to be verbally [abusive] saying that she was about to be on "the news". 1:15 minutes before landing passenger [in the row in front of the intoxicated passenger] was having medical problems and while I was walking back with an oxygen bottle from the front of the aircraft, I noticed Mr. X standing by the aft lavatories talking to the FA-B and I saw when she closed the curtain and he went back to his seat. Apparently he was telling her what to do with the passenger with medical needs, but she asked him to return to his seat and closed the curtain. While I was assisting a volunteer nurse with the medical situation, Mr. X started to disrupt me stating how upset he was with the fact that the FA-B closed the curtain. I told him that I was busy with a medical situation and wasn't going to get involved with his issue at that time. When I was turning back to assist the nurse and passenger, he grabbed my arm which I asked him not to touch me at all and leave me alone at that time. Few minutes later Mr. X gets up in order for Mrs. X to get up and use the lavatory. When she comes out on the aisle she says thank you to me as I moved out of the way and I replied 'you're welcome'. At this moment Mr. X comes on my direction verbally abusive telling me not to talk to his wife or else I would regret, threatening to physically attack me and to sue the FA-B and myself, I asked Mr. X to stand back and get back on his seat, which he didn't and he was getting more and more agitated and closer. The Nurse had to step in the situation and calm him down, getting him seated. I called the Captain and the lead FA about the additional incident. After that he remained in his seat until escorted out of the aircraft by the local police.

Synopsis

A321 Flight Attendant reported an abusive and drunk passenger in flight. The passenger was escorted off the aircraft by security at the destination airport.
**Time / Day**
- Date: 201704
- Local Time Of Day: 1201-1800

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

**Environment**
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory.Ground: ZZZ
- 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
- Cabin Lighting: High

**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 In Charge
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1444349
- Human Factors: Distraction
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Attendant
- Communication Breakdown.Party2: Other

**Events**
- Anomaly.Flight Deck / Cabin / Aircraft Event: Passenger Misconduct
- Anomaly.Deviation - Procedural: Published Material / Policy
- 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: Chart Or Publication
Contributing Factors / Situations: Company Policy
Contributing Factors / Situations: Human Factors
Primary Problem: Human Factors

Narrative: 1

The flight was slightly delayed for maintenance at gate when ready for push. When door reclosed and announcements repeated was doing compliance check for cabin secure. Passenger was in emergency exit row. You would think exit row passenger of all passenger would be willing and able to comply with crew instructions. This man should never be allowed to sit in an exit seat again! At the time of walk through his seatbelt was undone was under his feet in aisle and newspaper was under his feet. I requested he stow bag and laptop and fasten seatbelt and asked if newspaper was trash could I take it for him. He said no he was reading it so I asked him to remove it from floor in exit row so no one would get hurt if we actually had to use exit, then I continued down aisle. On passing him on my way back he still had not complied with one thing I said. I seriously thought about removing him from exit seat, but did not want to escalate situation. So I made the same request AGAIN. He told me he was keeping his laptop on his lap because he could. I was wrong. I the informed him that I was not wrong and that it was in my manual as such and I would be happy to show him. Finally he said I will put it away but you are wrong and then told to LEAVE HIM ALONE. I talked to the CA of the situation. CA told me to show him in magazine where it is required to stow laptops. I didn't because as I said it would have escalated. This sort of behavior is unacceptable in exit row passenger.

This man was of course one of the airline's [high] mile passenger. It is a shame because they hold a status that we cannot do our jobs. Something truly needs to be done. Our hands seemed to be tied and I have a plane full of passenger to protect. When these passenger disobey federal regulations there should be repercussions.

Synopsis

CRJ-200 Flight Attendant reported a passenger in an emergency exit row was defiant and non-compliant when asked to stow his laptop and remove newspapers from the exit row floor beneath his feet.
ACN: 1444341 (16 of 50)

Time / Day
Date: 201704

Place
Altitude.AGL.Single Value: 0

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

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
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1444341
Human Factors: Situational Awareness

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: In-flight
When Detected: Aircraft In Service At Gate
Result.General: None Reported / Taken

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

Narrative: 1
While completing an emergency exit row check (after briefing) some passengers alerted me to a male passenger who arbitrarily moved to the empty exit row seat. I asked the passenger what his original seat assignment was. He replied XXB. I requested he return to his original seat. Passenger complied. During the beverage service, at row XXABC, I
noticed the B seat was not occupied. I finished service, and checked the lavatories. The lavatories were unoccupied. I looked throughout the cabin for passenger XXB. He was once again sleeping in the empty economy section. I requested the passenger for the second time to return to his seat. Noncompliance. I then went to the forward galley for assistance. [The Purser] proceeded to speak with the passenger. After a long discussion, the passenger returned to XXB. A brief time later XXB aggressively approached me in the rear galley. Pointing his finger in my face, he demanded my name, my crew member's names, the Captain's name, "everyone's name working the flight," The passenger had what appeared to be alcohol on his breath. I once again, for the third time during the flight requested he return to his seat. His aggressiveness startled and alarmed me. I was offered official assistance, in wake of the aggressive actions of passengers against airline personnel.

**Synopsis**

Flight Attendant reported noncompliance with an apparently intoxicated passenger.
The flight was originally scheduled to leave at XA:00 and was delayed to XA:16 due to crew rest. After arriving to the aircraft and completing my preflight the Captain that was
riding in the jump seat for training informed me that there was a small maintenance delay. We ended up boarding shortly thereafter. It was the first flight of the day but the taxi was unusually long and passengers were asking me questions I had no answer to because no announcements were made. Finally I called back to ask if everything was alright. The pilot said that everything was fine and it was just gonna be a long taxi. We sat there for what felt like an hour. Passengers are becoming more upset seeing as they did not receive any updates or announcements. After that I only heard from the pilots before takeoff to tell me to be seated for departure. When we got into the air I had the usual questions from passengers asking when we were landing and if they were going to be making their connections. The pilot made an announcement that air traffic control would be holding us for about ten extra minutes in the air. Around XC:00 is when I received my before landing chime. At this point the passengers were very irate. Particularly passengers in seat YYA, YYB, and XXB. When we landed about 10 minutes later the taxi was taking a while and every time the plane would jerk or brake the passengers would try to take off their seat belts or get up. So I made an announcement again letting them know they needed to remain seated until the seat-belt sign was extinguished. At that point YYB gets upset and starts conversing with XXB telling XXB how it's amateur hour back there and that's why they are missing their trip. At this point is when XXB unbuckles their seat-belt and leans over the seat pointing and cursing at me red in the face saying "This is the worst flight ever. It's even worse coming back to [the departure airport]. [This airline] sucks. You guys are terrible. Terrible." I told XXB they needed to sit down and put their seat-belt back on. Passenger YYB and XXB continued to ignore me and XXB continued to be belligerent. I called back to the flight deck and told the pilot that if this passenger continues to be this way I will be needing security to meet us at the aircraft. After that call was made to the flight deck, the Pilot made an announcement saying we were about 5 minutes away from the gate. We arrived at the hardstand parking shortly thereafter. I received the chime to open the main cabin door and waited for the prop be tied as [the ground crew] connected the step and set up the cones for them to deplane. When the prop was tied and I got the ok to deplane the flight deck door opened. The pilot that was in the jump seat came out of the flight deck and stood in the corridor by the lavatory right next to me while we deplaned. Shortly after a few passengers deplane the passenger in XXB walks up to me near the flight deck and starts yelling and put their hands not even 3 inches away from my face speaking loudly and being abrasive pointing and yelling at both the Pilot and I. As XXB starts getting closer to me I feel unsafe so I tell them they need to move away from me and I raise my hands to cover my face because XXB continues to raise their hands in my face and keeps raising their voice being very disruptive and threatening. As soon as I did so the Pilot tells me to turn my face away, ignore them, and just let them deplane. Nothing was done to protect me from this violent, disruptive, and threatening passenger that was seconds away from assaulting me.

**Synopsis**

Air Carrier Flight Attendant reported of a disruptive passenger that got in her face for reasons she could not control.
Passenger Ms. X was disruptive during flight as she was unhappy with her seat assignment and came into the FC cabin demanding a better seat. I led her to door 1L jumpseat to speak with her as fellow crew members continued the service. She was loud and telling me "I'm a senior citizen and I should have been upgraded, I can no longer sit in that middle seat! Does [the company] have senior citizen seating"; I responded with "No ma'am but we do have [premium economy seats]." She gets louder and say "[the company] discriminates against senior citizens? Even the XX Transit has senior citizen seating!" I kindly ask her to keep her voice down, that I am right here listening and we do not need
to disturb the FC customers. Then she really starts yelling and says "No I won't keep my voice down! What will you do - punch me in the teeth and drag me out!? You want to be on the news?!" Fellow crew member leads her to the main cabin to get away from FC and the flight deck and I called the flight deck to let them know of the situation. We agreed that if this escalated, authorities might need to meet the flight. At this point she sat in 16A, in our designated crew rest area. I sit next to her to explain that unfortunately with our full flight I could not offer a different seat and that this was designated for crew use and not passengers. I ask her to kindly take her assigned seat as we would need to take up her seating issue with ground staff upon landing. She refused. She actually crossed her arms and closed her eyes and refused. She said "I'm not going, you can just drag me out." She would not tell me her name or seat assignment, she said she lost her boarding card. I told her if she did not comply with crew direction I would need to get the captain involved and that would likely mean that authorities would need to meet the flight. She said "I don't care, I'm not moving."

I went forward to advise crew and flight deck. When I returned to the main cabin with a fellow flight attendant to find her original seat so I could look on my Link at her name, I saw that she had then taken her original seat. I did not further engage her as now she was where she needed to be. She was fine the remainder of the flight. Upon deplaning, as I stood at door 1L, she deliberately slammed her carry-on luggage into/against my legs. I was completely dumbfounded, as were the captain and 2 other flight attendants that witnessed this. The captain stepped on to the jet bridge to stop her but she was already gone. This woman was disruptive and belligerent and advanced herself to a level 2 security threat, though fortunately while on the ground. It is out of principle that I am so upset and feel this needs to be addressed. The blatant disrespect for crew and disregard for civility is a major problem.

Additionally, she was traveling with her daughter whom was also a bit of a problem. During the service she was in the FC cabin waiting for a restroom. When I asked her to please utilize the restrooms in the main cabin, as now those carts were out of the aisle and we were in the middle of the service, she refused. She complained later to crew about me that "That witch told me I cannot use the bathroom up front." These customers are on return flight next week. At the very least, crew and ground staff should be notified and they need to know their behavior is a violation of FARs and totally unacceptable.

**Synopsis**

B767-300 Flight Attendant reported a disruptive passenger on a trans Atlantic flight who demanded an upgraded seat due to her senior citizen status and refused to return to her assigned seat.
**ACN: 1443217** (19 of 50)

**Time / Day**
- **Date**: 201704
- **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**: A321
- **Crew Size.Number Of Crew**: 2
- **Operating Under FAR Part**: Part 121
- **Flight Plan**: IFR
- **Mission**: Passenger
- **Flight Phase**: Landing

**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**: 1443217
- **Human Factors**: Communication Breakdown
- **Communication Breakdown.Party1**: Flight Crew
- **Communication Breakdown.Party2**: Flight Attendant

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

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

**Narrative**: 1
It was cloudy, could not see the ground but we were close. The gear dropped and the Captain said "Prepare for landing." Yikes! We hadn't gotten the approach announcement. We rushed around, picking up trash and checking seat belts. Still couldn't see the ground. I saw the ground, we were coming in fast, perhaps 100 feet? Rushed to my jumpseat and made it. Just before landing the lavatory door behind me opens and a passenger is there. I told him to stay in the lavatory for landing, because he couldn't get back to his seat before landing, hold onto the assist handle and brace himself. This was a passenger sitting in 6C, according to my tablet. The landing was good, the passenger was OK. I called the Captain to ask him to stop for a minute so he could get back to his assigned seat, but the Captain didn't answer. We did stop for a while so I told him to return to his seat. "The Flight Attendant told me I could use the bathroom," he declared. Wrong. I checked and none of us said he could - we were landing!

The Captain called me back and I told him what had happened and what I had done. After deplaning, the Captain was very apologetic, telling me that Air Traffic Control had changed the runway on them THREE times. I passed on his apology to the crew. Oh, and I think I forgot to dump the coffee before we landed too. If Air Traffic Control hadn't changed the runway three times, the Captain would have been able to notify us in a timely manner. But...stuff happens.

**Synopsis**

A321 Flight Attendant reported not receiving the approach announcement from the Captain and only realizing how close to landing when hearing the gear extended. The cabin was not completely secured and a passenger was in the forward lavatory during the landing.
Time / Day
Date : 201704
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 : B737 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi
Cabin Lighting : High

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Service
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
Experience.Flight Attendant.Airline Total : 33
Experience.Flight Attendant.Type : 100
ASRS Report Number.Accession Number : 1442058

Events
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
When Detected : Aircraft In Service At Gate
Result.General : None Reported / Taken

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

**Narrative: 1**

Flight from [international airport]. Several passengers non-compliant, sitting in areas of the aircraft where they had not paid for that seat, such as economy passengers taking first class seats, when they had paid for and were assigned economy seats. We had passenger in 25B take seat 9C, which is $179 more, but she would not take her assigned seat until our purser, Mr. X, instructed her to do so. Upon landing and still on an active taxiway, this passenger moved again from seat 25B to 9C, as 50 people stood up to retrieve their bags from the overhead bins and place them in the aisles. Our aircraft had stopped on the taxiway to allow other aircraft right of way. We made several announcements and yet no one would heed the announcement to replace their bags in the overhead bins, and take a seat and buckle up.

Passenger in 9E pretended to be asleep and we could not wake her to take her economy seat, I am not sure where that was, but our purser had tried several times to have her move. She woke up after we walked away and then went back to sleep whenever we approached her.

Mr. X declared a Level 1 threat as it was almost chaotic, no one would listen to us. The general feeling was that passengers felt they could do whatever they wanted.

The cockpit called for security, but when we arrived at the gate, we were greeted by one customer service agent, and no one else. Mr. X was approached by passengers in the Customs Hall as they wanted his name and they had their cell phones out, including the passenger who was seated in 25B and took 9C without paying the up-charge.

Passenger in 14D, kept changing seats as well, although he stayed within his 'area', he drank 2 vodkas and had asked for more, but decided not to have any more vodka. This took our time throughout the flight, rarely did we have time to take care of those customers who simply wanted service and to sleep. We had such disruptive passengers in 25B/9C, 9E, and row 14, most notably 14D. I was told upon boarding, passengers decided to take first class seats and they sat down in them, even though they had economy seats. All were American, all spoke perfect English. There were no language problems.

**Synopsis**

B737 Flight Attendant reported unruly passengers on an international flight who refused to take their assigned seats.
During boarding we noticed a sour musty burning odor coming from the gaskets in the aft galley. We notified the captain but the smell seemed to dissipate so we took the flight. Upon landing the smell returned but a lot stronger and was irritating our eyes and throats.
We notified the captain by phone and told him this. The pilots left the aircraft without writing it up. I have irritation in my throat and some balance issues for 2 days now. If these do not improve I will seek medical advice.

Synopsis

A320 Flight Attendant reported a sour odor in the aft galley. They informed the Captain, but the flight continued as planned.
**ACN: 1441441 (22 of 50)**

**Time / Day**

Date: 201704

**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 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

**Component**

Aircraft Component: Escape Slide
Aircraft Reference: X
Problem: Improperly Operated

**Person : 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Cabin Activity: Deplaning
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1441441
Human Factors: Situational Awareness

**Person : 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Cabin Activity: Deplaning
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1441728

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

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

Narrative: 1
Upon arrival from my flight, I was notified by Scheduling of an additional assignment to work another turn to ZZZ. I had 2 hours ground time before boarding. After arriving at the gate in ZZZ; I made the Disarm doors PA, turn around briefly and saw the B disarm hers, turned back around, looked out the window to see if the Ops Agent was approaching the door, was about to start disarming my door, was distracted with the thought of 'it would nice to rest on the DH flight.' The Ops Agent approached the door and I started to open the door, without realizing I had not disarmed it. When the door opened (not much), I immediately realized what had happened. The slide started to come out of the bustle, but did not deploy. The Captain was notified and Maintenance was called. I made a PA and apologized to the passengers there was going to be a delay in deplaning. The passengers were able to deplane within 10 minutes (after the door was fully opened). Maintenance repacked the slide back into the bustle.

During my 2 hour ground time, I was thinking how tired I was, how long my duty day was going to be, and thought if I could just make it through the 1 worked leg. Focus on the steps of disarming a door. Wait until both FA say "Cross checked". Do not think of anything else besides disarming the door.

Narrative: 2
[Report narrative contained no additional information.]

Synopsis
B737 flight attendants reported the slide on the forward entry door nearly deployed the Flight Attendant opened the door before the slide was disarmed.
 Approximately 20-40 seconds after takeoff noted smoke entering cabin near over wing exits. Smoke continued to become thicker and blanketed entire cabin, starting from ceiling to floor. Color of smoke was white/gray and light to moderate thickness. Some passengers were coughing, others were fanning themselves due to smell. Received interphone call from #4 Flight Attendant seated at direct-view near 2R and I confirmed my awareness of smoke. Advised that I would contact flight deck, and to standby. Called flight deck using
emergency call, they answered immediately and reported smoke in cabin, location, color, and intensity. Advised smoke had a petroleum smell and sweet taste. Flight deck advised it was most likely the RH Pneumatic Air Conditioning Kit (PACK). They theorized it may have overheated while on the ground.

Advised that I would go into cabin and report findings. Requested flight deck to make announcement to cabin once duties permitted. Completed call with flight deck, then made announcement reassuring passengers that flight deck was aware of situation, to remain calm, stay seated with seatbelts fastened, and crew would thoroughly trained to handle this type of situation. Flight deck would update us as soon as their duties permitted. While making this PA, I noticed condensation (mist) also coming from the sidewall panel ducts. I reassure passengers the "mist" coming from the sidewalls was due to high humidity and was condensation, this was normal. I wanted the passengers to be aware of the difference to avoid additional alarm or panic. Proceeded into the cabin to check for the source of smoke.

Proceeding slowly forward-aft, reassuring passengers while also noting that smoke was beginning to dissipating. As I reached row 25, only light haze/smoke. I returned to forward jump seat interphone and advised flight deck (routine call) that smoke was clearing. Flight continued to [destination] without further incident. Duration of smoke was approximately 2-3 minutes. No passenger illnesses or injuries were reported to the crew. Questioned other crewmembers discreetly on their status, appeared/stated "okay".

During the process of making my emergency call to flight deck, the number #4 made a PA advising passengers the crew was aware of the cabin smoke and to remain calm. Further, he stated we would most likely return to [departure airport]. Understandably, the tone of his voice during his PA included a higher degree of stress/nervousness. After my conversation with the flight deck, I followed his PA to reiterate some of the same points, but made a conscious effort to keep my tone steady, reassuring, and calming. I also made no mention of a possible return to [departure airport]. On a different flight, we shared feedback with each other, including the PAs. I stated that I would have done the same thing, but with one exception. I would not have included the reference about returning to [our departure airport] since this could have caused greater distress once the Captain announced we would continue onward to [our destination]. I suggested that during any crisis, PAs should be limited to the bare minimum details, reporting only known/confirmed facts. Avoid speculating since this could reduce your creditability if those speculations don't occur. He agreed.

During the emergency (after checking the cabin), I referenced the emergency procedures section to review cabin fire/smoke procedures. To my surprise (and frustration) all references to cabin smoke procedures have been deleted. The prior fire/smoke procedures included detailed instructions about how to correctly respond to either emergency since smoke/fire are usually (but not always) associated in the same emergency. The procedures included switching off the power port and In Flight Entertainment (IFE) masters. While this event didn't include an actual fire, the volume of smoke required the crew to respond with a methodical and coordinated approach. The lack of written guidance caused hesitation and uncertainty. Subsequently, I did not switch off the IFE or power port power masters since I had no specific checklist to follow.

The former fire/smoke procedures were developed from research learned due to the Swiss Air 111 accident, and previous cabin smoke emergencies. While this event was unrelated to an IFE or power port malfunction, not accomplishing these tasks could have escalated the risk if it was indeed related to either component. Further, until the smoke cleared, the
crew could only speculated about the true root cause, thus following the fire/smoke procedures would have been relevant to my emergency. I highly impress upon our procedures group to restore the original verbiage/check-list.

Airbus Training Item: during taxi (6-10 minutes prior to smoke event), I noticed the aft cabin temperature rising on the Forward Attendant Panel (FAP) temperature gauge. At one point, the cabin registered 86 degrees. I thought it odd (since the aft cabin was nowhere near this hot), but considered a malfunction with the FAP. After the emergency, I shared my observation with the flight deck which helped to confirm a RH PACK malfunction. I suggest this observation should be sent to Airbus/Engineering. If validated, then communicate to flight attendants to better help the flight deck troubleshoot a PACK overheat event.

Flight Department: I’ve noticed on several occasions that flight deck crews routinely set the Airbus cabin temperature controls in the flight deck to full cold. This action causes extreme fog/condensation to be emitted from the cabin A/C vents while on the ground, taxi, take-off, and cruise. I’ve also observed that most pilots are unaware it's not necessary to "peg" the controls to full cold in order to quickly cool the cabin. Placing the controls at full cold only increased the level of the dramatic display of mist/fog in the cabin, causing concern by passengers. The flight attendants reported a dense "fog" immediately after landing.

Captain's Performance: upon arrival [at our destination], the Captain quickly deplaned and did not debrief the crew, nor did he request the status of the crew's wellbeing. Additionally, checking the write-ups, there does not appear to be any mention of this event in the aircraft logbook. Is this protocol? There are several write-ups about trim air system faults. Are they related to a PACK overheat? While it's understandable the Captain may have considered the event a simple mechanical matter, thus him appearing to treat the matter lightly. However, in retrospect, it was quite an upsetting concern to all who endured this smoke event from the cabin side. To his credit, he was extremely quick to respond to all interphone calls and made a PA to the cabin very soon after the smoke was reported, very much appreciated.

Synopsis

A319 Flight Attendant reported smoke in the cabin near the overwing exits during climb.
Time / Day
Date: 201703
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: A321
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1440716

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: Aircraft In Service At Gate
Result.General: Physical Injury / Incapacitation

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1
Smelled a dirty sock smell when boarding and during taxi. There was a sports team on board and we thought maybe they had just come from a game and had taken their shoes off and that was what we smelled. The A Flight Attendant said he wasn't feeling good during the flight. The next day he was taken to the ER and has been in the hospital ever since.
Synopsis

A321 Flight Attendant reported smelling dirty socks when boarding. During the flight one flight attendant began to feel ill and went to the hospital the next day.
I was performing boarding duties in forward galley and hanging a jacket from a passenger, when suddenly the avionics bay cover (hatch) was opened without any notice, as I was crossing over I fell down, one of my legs went inside and the other one got stuck in the hatch and I propped up by my arms. There was noticeable bruises, swelling, bleeding on my left leg. One of the crew members helped me putting some ice and I was removed from aircraft on a wheelchair to the Clinic and taken care of.
A Flight Attendant reported that she fell due to an open hatch in the cabin.
ACN: 1439900 (26 of 50)

**Time / Day**
Date: 201704
Local Time Of Day: 0601-1200

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

**Environment**
Light: Daylight

**Aircraft**
Reference: X
ATC / Advisory.Tower: ZZZ
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: Landing
Cabin Lighting: Off

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Deplaning
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1439900
Human Factors: Situational Awareness

**Events**
Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Attendant
When Detected: In-flight
Result.General: Maintenance Action
Result.General: Flight Cancelled / Delayed

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

**Narrative:** 1
We experienced a very hard landing. The aircraft landed hard once, took a leap back in the air and came back down hard again. Jolted passengers in their seats, startling everyone. After everyone was off the aircraft I asked the captain what had happened. Most passengers made some rude comments leaving; I apologized and wished them a nice day. Both pilots did not get out of cockpit until everyone was off. Was told by the captain the FO was flying and had very little experience.

The FO left immediately after all passengers got off. Captain stayed and spoke to me. Captain asked how hard it had felt for us in the cabin. I told him it was pretty bad. I asked him what he was going to do and he said he was thinking about it. He was done for the day so he was not going to continue, but myself and the other FA would be on same aircraft for next flight out. I then asked him to please do something out of the safety of the next crew and the passengers. I told him I didn't feel comfortable without someone looking at the aircraft before flying out again. He said he was still thinking about it. Once the new captain came in the aircraft I told him what was going on, while the other captain was still in the cockpit debating on what to do. The new captain then went to speak to him and decided then to report the incident. We were then transferred to a new aircraft creating a delayed flight but everyone was safe.

**Synopsis**

CRJ900 Flight Attendant reported a very hard landing that the Captain seemed reluctant to enter into the logbook. The oncoming Captain was informed and the aircraft was taken out of service for inspection.
**ACN: 1439305 (27 of 50)**

**Time / Day**
Date: 201704

**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: Large Transport, Low Wing, 2 Turbojet Eng
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Taxi

**Person**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Boarding
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1439305

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

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

**Narrative: 1**
We had two jump seaters, one of which was a Flight Attendant. The other jump seater was her friend [and] was NOT a crew member. She didn't work for any airline and was simply just a standby passenger. We did not find out about this until right before takeoff. The Number One FA (Flight Attendant) was looking at the Passenger list to see what airline the jump seater in the back worked for. We thought it was odd that it was not listed. This is when her friend told us that [she] was not a Flight Attendant. We were shocked that the
agent let her on. We should have contacted the Captain immediately, yet we did not. I followed the lead of the Number One FA and we took off.

The gate agent issued a standby passenger a jump seat. I cannot provide a reason as to why this happened. I know this is a serious and very important safety issue/violation. If I had the chance to do this over again, I would've spoken up immediately and insisted we call the Captain.

**Synopsis**

An air carrier Flight Attendant reported that a Gate Agent knowingly issued a jump seat to a non-crew, standby passenger who was accompanied by a jump seating Flight Attendant.
ACN: 1438895

Time / Day
Date: 201704
Local Time Of Day: 1801-2400

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

Environment
Light: Dusk

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Service
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1438895
Human Factors: Distraction

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: In-flight
Result.General: Police / Security Involved

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

Narrative: 1
I was the lead FA. Passenger in [seat] XXB asked me if he could have wine I told him it was available for purchase in economy during the service. He asked me again for wine while I was walking back to the back to help them with the cart. I told him the same thing. He also asked the FAs in the back during boarding for wine. They both explained he could purchase wine in the air and both gave him water. During the service, he asked one of them for wine. She saw he had cash and told him we accepted debit and credit only.

Passenger became aggressive. Passenger then stood up and starting asking people to pay for him. I told him he needed to sit down. Passenger became argumentative. He demanded wine, I tell him no and he needs to lower his voice. Passenger then says he wants to talk to the (expletive) captain and he wants to know who the director of the airline is. I tell him I am the lead flight attendant on this flight. He is cussing and raising his voice and tells me he will pay me one million dollars for wine. No one serves him any alcohol.

I go to the front and call the captain and inform him of what is happening. Captain declares threat level 1 and asks to monitor situation. Passenger in seat XXC is a woman. She comes to the front galley and asks if she can stay up here for a minute as she is uncomfortable. I tell her yes. I then see passenger in XXA has moved seats and is crying. I approach her and ask her if she is okay. She says yes but that she was scared and felt trapped because he wouldn't let her out of her seat. I continually check on her. I continue service. Passenger [16 rows behind row XX] tells me he saw him standing up and arguing and said he would help handle the situation if needed. Passenger [5 rows behind row XX] is a male. He also offered his help. He and another gentlemen moved to the seats next to the problem passenger as we were full and the two women did not feel comfortable sitting next to him. He boarded the plane with a boxing helmet on. He had this helmet as well as boxing gloves with him at his seat. He was taking pictures of us and filming the entire interaction during the flight. I kept the captain informed. Law enforcement met the airplane. We deplaned normally. Supervisor met the airplane as well.

I am concerned that it is a rule that passengers cannot video tape or take photos of the flight attendants however it seems hard to enforce. With social media being the way it is today, it makes me uncomfortable that my face may be on his phone videos. As flight attendants are we allowed to tell them to delete the material? Or do we just advise them that it is against the rules to film us? I would like guidance on this issue so that if it were to happen again in the future, I would understand the best approach. I felt very uncomfortable during the interactions with the passenger and I feel strongly that the affected passengers are contacted by [company] to ensure we do not lose valuable customers.

Synopsis

Flight Attendant reported a disruptive passenger demanded wine and his aggressive behavior caused some passengers to be reseated. Law enforcement met the aircraft.
**Time / Day**
- Date: 201704
- Local Time Of Day: 0601-1200

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

**Environment**
- Light: Daylight

**Aircraft**
- Reference: X
- ATC / Advisory: TRACON: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: A330
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Climb
- Airspace: Class B: ZZZ

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Cabin Jumpseat
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1438894
- Human Factors: Physiological - Other

**Events**
- Anomaly: Aircraft Equipment Problem: Less Severe
- Anomaly: Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
- Detector: Person: Flight Attendant
- When Detected: In-flight
- Result: General: None Reported / Taken

**Assessments**
- Contributing Factors / Situations: Aircraft
- Primary Problem: Aircraft

**Narrative: 1**
When aircraft was climbing after takeoff I experienced a feeling of a stall. I mentioned it to the flight attendant sitting across from me seconds after it occurred. Flight attendant
upfront called us and told us they smelled burning odors. I too smelled this and saw a
haze in the cabin. I put wet paper towels over my face until we landed.

Synopsis
A330 Flight Attendant reported smelling a burning odor and observed haze in the cabin
after takeoff.
I did not witness passenger boarding as I was working in the aft of the cabin. The passenger was boarded with an aisle chair and apparently needed 3 assistants. He was traveling with his wife (?) Mrs. X.
After takeoff I noticed Ms. X was feeding him. Later I was told by other crew members that she had changed his diaper on the passenger seat. He was unable to stand or even move himself to a sitting position from laying on the seat. She was unable to move him or help him in the bathroom.

This seems an unsafe condition for him to be unable to use a bathroom for a 15 hour flight. It seems unsanitary to change a diaper in the passenger seat. It seems unsanitary and unfair to have other passengers have to share the area with the smells of human urine and feces for such a long flight.

In hind sight I wish we had contacted [customer service] during boarding to determine if it was acceptable for him to travel. He needed one or two or more strong people traveling with him to be able to get him in the aisle chair and help him in the bathroom. That might not have worked either.

The flight had been delayed and we were hurrying to leave and the passenger's level of disability was unclear to flight attendants. It is difficult to imagine anyone would try to travel in this condition with such insufficient support. Our manual seems unclear to me regarding passenger acceptance in situations like this. This is a difficult problem to resolve in the middle of boarding.

**Synopsis**

Boeing 787 Flight Attendant reported an adult passenger required a diaper change in his seat. The Flight Attendant questioned whether the passenger should have been boarded under this condition, citing sanitary reasons.
Outbound crew noticed during their preflight duties an extremely potent smell near the aft section of aircraft. Flight Attendant (FA) 1 was notified of the smell immediately. FA1 notified the Captain who then notified Maintenance. An inflight manager was also notified.

Air circulation on the aircraft caused the entire flight crew to become overwhelmed with
the fumes resulting in headaches, reddened eyes, coughing and breathing difficulties. The Captain and the inflight manager ask the crew to leave the aircraft and return to the boarding area. FA1 had extremely bloodshot eyes and requested medical attention. The Captain filed a fume event report.

The flight was eventually canceled.

**Synopsis**

A330 Flight Attendant reported a potent smell in the aft section of the aircraft while performing pre-flight duties. Eventually the entire crew was negatively affected by this odor.
**ACN: 1435678 (32 of 50)**

**Time / Day**
Date: 201703

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

**Aircraft**
Reference: X
ATC / Advisory: Tower: 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: Initial Climb
Airspace: Class B: ZZZ

**Component**
Aircraft Component: Air Conditioning and Pressurization Pack
Aircraft Reference: X
Problem: Malfunctioning

**Person**
Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: Cabin Jumpseat
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant (On Duty)
Function: Flight Attendant: Flight Attendant In Charge
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1435678
Human Factors: Physiological - Other

**Events**
Anomaly: Aircraft Equipment Problem: Less Severe
Anomaly: Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Detector: Person: Flight Attendant
When Detected: In-flight
Result: General: Physical Injury / Incapacitation
Result: General: Flight Cancelled / Delayed
Result: General: Maintenance Action
Result: Flight Crew: Returned To Departure Airport
Result: Flight Crew: Landed As Precaution

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

Narrative: 1

Twenty seconds after takeoff the B flight attendant in the AFT galley called and informed me they were smelling a distinct "dirty sock" smell that they believed to be toxic fumes. I then called the captain, informing them of what the B flight attendant had just told me. The captain said he would call right back. About a minute later the odor had made its way through to the plane and was present in the front galley where it made me light headed and dizzy with a slight headache. The odor was noticeable to the passengers. I called the AFT galley back and they had told me they had donned oxygen. The captain soon called me back and told me we were heading back, that it would not be an emergency landing, and he would make the announcement to the passengers and we should prepare the cabin for landing. At this time said they could also smell the odor. We returned the gate where the AFT doors were disarmed and opened due to the discomfort the B/C flight attendants were experiencing. Burning eyes/skin/metal taste/dizziness. The paramedics were called to the aircraft and the flight crew decided to go to the hospital to be checked out and have their blood tested.

Synopsis

A320 Flight Attendant reported a "dirty sock" smell in the rear of the aircraft shortly after takeoff. The Captain was informed and the flight returned to the departure airport.
Time / Day
Date : 201703

Aircraft
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Commercial Fixed Wing
Mission : Passenger

Person
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Galley
Reporter Organization : Air Carrier
ASRS Report Number.Accession Number : 1435002

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

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

Narrative: 1
I was Flight Attendant (FA) 3, and Flight Attendant 2 was also present. There were 4 people total in the aft galley and all of a sudden the turbulence hit. The female passenger went down first and she put her leg out to catch herself and when she did that she caught my leg and I was not able to brace myself. When I went to the ground I went backward and landed up on my bottom hitting extremely hard and hurting my back immediately. Flight Attendant 2 slid against the aft right door. The other passenger was coming out of the lav. Both passengers appeared to be ok. The captain came over the PA and told everyone to put on seatbelts. It took me a while to get up off the floor because of how I felt. I then called the purser and notified her of all us in the back and told her to notify the cockpit. After that the captain called back and first spoke to Flight Attendant 2 and then the captain wanted to speak to me and I said I did appear to hurt my back. He apologized because they did not see this coming and captain said it was "wake" turbulence and mountain turbulence and he said it was so hard that it took the airplane off autopilot. He had us sit the remainder of the flight because we didn't have to much further to landing.

Synopsis
A Flight Attendant reported being injured by unexpected turbulence.
ACN: 1432642 (34 of 50)

Time / Day
Date: 201703
Local Time Of Day: 1801-2400

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

Environment
Flight Conditions: IMC
Weather Elements / Visibility: Icing
Weather Elements / Visibility: Snow
Light: Night

Aircraft
Reference: X
ATC / Advisory.Ramp: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: EMB ERJ 190/195 ER/LR
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked
Cabin Lighting: High
Number Of Seats.Number: 99
Passengers On Board.Number: 99
Crew Size Flight Attendant.Number Of Crew: 2

Component
Aircraft Component: Escape Slide
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 32
Experience.Flight Attendant.Airline Total: 32
Experience.Flight Attendant.Number Of Acft Qualified On: 11
Experience.Flight Attendant.Type: .06
ASRS Report Number.Accession Number: 1432642
Human Factors: Confusion
Human Factors: Time Pressure
Human Factors: Training / Qualification
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Ground Personnel

**Events**

Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Were Passengers Involved In Event: N
When Detected: Aircraft In Service At Gate
Result.General: Flight Cancelled / Delayed
Result.General: Maintenance Action
Result.Flight Crew: Took Evasive Action

**Assessments**

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

**Narrative: 1**

As of the time the aircraft door closed we had not been catered. I restocked the carts with the supplies we had. The boarding door was closed and all doors had been armed using proper procedures for monitor and challenge. We were waiting to be deiced. I left my door to retrieve my demo equipment (In the last overhead bin aircraft Left.) I heard a knock at the door and saw the caterer looking through the window. I crossed my wrists to motion that the door WAS NOT safe to open. The door handle began to rise and I grabbed the handle pushing it to the closed position, hoping to signal him to discontinue opening the door. He continued to open the door and I was screaming and banging on the door. (The AFA told me she could hear me in the front of the aircraft!) He discontinued opening the door and the inside handle was at a half-way position. I called the flight deck to advise them of the situation and I was told not to touch the door. They would call maintenance. The catering truck pulled away from the aircraft.

After several minutes, I went to the flight deck to communicate with the Captain the details of this incident. I was at the doorway to the flight deck when the dreaded "hissing" of the slide could be heard throughout the airplane. I returned to my door to find the catering truck parked at the 2L door and the ripped remains of the slide caught on the ramp of the truck.

**Synopsis**

An EMB-190 Flight Attendant prevented a caterer from opening the 2R galley door after boarding was complete and slides armed. The caterer departed but proceeded to open 2L activating the slide after the Flight Attendant went forward to call Maintenance.
During boarding a Flight Attendant (FA), arrived at the boarding door in uniform with a dog on a leash. I was FA 1 and was standing at the boarding door. I stated "Oh. I was told that there weren't any service animals on this flight." She stated that the dog was not a service animal but she would put him in the carrier once she got to the seat. She went to her seat and the boarding process continued. After we had played the safety video I did my walk through for my safety check. I noticed that the flight attendant had her dog swaddled in a blanket in her arms. I told her that the dog needed to be in the carrier.
under the seat. She said that she would before we took off. I told her that now would be
the time and waited for her to do it. She told me that I did not need to wait and I said "as
a flight attendant, you know that I do. I am performing my safety checks and need to
make sure that everyone is in compliance." She then got upset and said "just wait until I
come up there later and have a word with you." I felt as though she was trying to
intimidate me and so I asked her if she was threatening me. She laughed and asked me
"do you really want to do this?" I again took this as intimidation and asked her if she
wanted to go back to the gate. She laughed and then put the dog in the carrier. I finished
my checks and then went to the front and looked up her name on the tablet. I noticed that
the passenger sitting in her seat had a paid ticket so to confirm who she was I went back
to her and asked for her ID. She did not show me her ID but instead wrote her name and
employee number on a sick bag and gave it to me while stating "go ahead and call the
office. They all know who I am." I felt this was another way to intimidate me. The dog was
in the carrier so I went to my seat in the hopes that she would calm down.

During the flight I spoke with my captain about the situation and we both agreed that we
would wait to see if she gave us any more problems before we took further action. At the
end of the flight while I was doing my safety checks before landing I noticed that the dog
was again out of the carrier but she was putting him back in it. Once we got to the gate
the captain came out of the flight deck as soon as possible to witness if there were any
further problems with the flight attendant. The flight attendant then deplaned with the dog
out of the carrier on a leash. The captain said that he was going to go talk to her about
her actions and followed her off the plane. I did not hear anything else so I figured that
the situation was being taken care of.

Last week I was asked to come into the office to speak with my Manager. She stated that
she received a complaint letter from [the Flight Attendant in question] stating that I was
rude and did not handle the situation properly. I was told by my Manager that I should
have never waited to make sure that she put the dog in the carrier and that my job is not
to "enforce" FAA regulations but only to "inform". She stated that I should have told her to
put the dog away only a couple of times and then let her be. She stated that the flight
attendant was trying to calm her dog down because he had anxiety about flying. When I
told her that [the Flight Attendant in question] tried to intimidate me she responded by
defending [the Flight Attendant in question] by saying that the dog was a rescue dog and
had special needs and that I should have spoken to [the Flight Attendant in question]
about the dog when she got on the plane.

I need some guidance because now I’m confused about my place in my job. I cannot find
anywhere in the manual that states that a dog who is not a service animal can remain out
of the carrier for any reason. It is also my understanding that passengers must be in
compliance at all times and should not argue or intimidate a flight attendant under any
circumstance. What should I have done in this situation? As a flight attendant are we just
supposed to inform the passengers about the rules and then let them be? Please help me
understand this situation better.

Synopsis

B737 Flight Attendant reported having to instruct an off duty Flight Attendant in uniform,
to keep her small dog in its carrier prior to and after the flight.
ACN: 1431799  (36 of 50)

**Time / Day**

Date: 201702
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: A330
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Takeoff

**Person: 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1431799
Human Factors: Physiological - Other
Human Factors: Situational Awareness

**Person: 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1429295
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
When Detected: In-flight
Result.Flight Crew: Overcame Equipment Problem

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

**Narrative: 1**

After takeoff there was a strong odor in the cabin, stronger in back galley. I was still buckled in my jump seat. I saw the A and B flight attendants get out of their jump seats and move into the cabin. The odor was strong and I could feel a burning in my chest that went away in half hour or so. The crew decided that everyone was capable of going on to [destination]. During flight the C flight attendant had to take oxygen and several others had headaches.

**Narrative: 2**

While sitting in jump seat Flight Attendant B smelled nauseous fumes immediately during takeoff and landing [at our destination]. Once airborne, the pilots performed an air cleaning procedure, which eliminated the fumes until landing. Also, once airborne, passengers commented about the nauseous fumes. Fortunately, no passengers reported any physical or medical reactions from the fumes to me. Flight Attendant C needed oxygen for 20 minutes or so. She continued to perform her duties afterwards.

**Synopsis**

The flight attendants on an Airbus A330 reported that there was a very strong odor in the cabin after takeoff.
ACN: 1431443 (37 of 50)

Time / Day
Date: 201703

Place
Altitude.AGL.Single Value: 0

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

Component
Aircraft Component: APU Pneumatic System & Ducting
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Deplaning
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1431443
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: Taxi
Result.General: Physical Injury / Incapacitation

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

Narrative: 1
On taxi in and deplaning process cabin filled with strong exhaust electrical burning smell. We deplaned everyone and quickly got off the plane ourselves. Experienced choking, coughing, nickel taste, headaches and eye and throat irritation. Mechanics stated they might have found a 2 inch hole in the APU pack.

**Synopsis**

A321 Flight Attendant reported smoke and fumes in the cabin and experienced illness after the event.
ACN: 1430620 (38 of 50)

Time / Day

Date: 201703

Place

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

Environment

Flight Conditions: VMC

Aircraft

Reference: X
ATC / Advisory. Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: A321
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Flight Phase: Taxi
Flight Phase: Climb

Person: 1

Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Deplaning
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Function. Flight Attendant: Flight Attendant In Charge
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1430620
Human Factors: Physiological - Other

Person: 2

Reference: 2
Location Of Person. Aircraft: X
Location In Aircraft: Flight Deck
Reporter Organization: Air Carrier
Function. Flight Crew: Pilot Flying
Function. Flight Crew: Captain
Qualification. Flight Crew: Air Transport Pilot (ATP)
Experience. Flight Crew. Total: 20000
ASRS Report Number. Accession Number: 1430820

Events
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
When Detected : Taxi

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1
Just as we were cleared for takeoff making final turn onto runway, I smelled a strong burn-off or fuel smell. I heard a few of the passengers (pax) sitting forward of wing area (rows 14-16) say their throat was burning. I had a pilot from another airline sitting in front of me and asked his opinion. He said he felt that it was residual burn-off. With the position we were in, I made the decision that it was unsafe to contact the pilots at that critical phase of take-off. Shortly after we took off the odor began to dissipate. I waited until we were out of 10,000 feet and had received bells from Capt. I asked other Flight Attendants (FA) if anyone else smelled anything. Forward cabin was okay and the #2 FA smelled nothing in the aft cabin. The #4 FA said she smelled a little something, but was not concerned at the time. I called Capt and asked if I could go in flight deck and speak with him. He took the situation very seriously and wanted to know and be kept informed if the odor returned. He also wanted the other FAs take on the issue. He said he would return to [departure airport]. Everyone else had agreed that the odor had gone away, including the pax sitting in the affected rows where it was strongest prior to take-off. The decision was made to continue on with the flight. Nothing else was detected during the flight. After landing and on taxi -in, I started noticing the odor returning. When we parked aircraft and doors were opened, the odor became unbearably strong. It was worse than before and was choking me and burning my eyes and throat. As soon as last pax deplaned, I walked out to top of deplaning stairs to get fresh air. We advised Capt what was taking place. The Capt instructed us to close aft deplaning door as the odor was stronger in the back of aircraft at that point but was quickly getting just as strong throughout aircraft and in the forward galley/cabin. At that point we all stood outside of the aircraft. It was decided after a short time that we should get our bags and get off aircraft entirely.

[Suggestion:] more thorough maintenance checks.

Narrative: 2
During Taxi in to gate and prior to gate arrival, FAs and pax noticed strong fume odor in cabin. FAs complained of eye and throat irritation. I noticed odor in cockpit after pax deplaning. Contract Maintenance could not duplicate problem. I elected to have [Company] Maintenance look at aircraft before agreeing to fly aircraft. Maintenance arrived some hours later to troubleshoot issue.

Maintenance indicated to me that a "significant" hole was found in the low pressure duct.

It would be helpful to have an absolute protocol in place for these events. I have never been (and will never be) comfortable relying on contract Maintenance to deal with fume issues.

Synopsis
A321 Flight Attendant and Captain reported smelling a strong burn-off or fuel smell during takeoff, then once again after landing.
ACN: 1430618 (39 of 50)

Time / Day
Date : 201703

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

Aircraft
Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B757-200
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked
Flight Phase : Taxi

Component
Aircraft Component : Air Conditioning and Pressurization Pack
Aircraft Reference : X
Problem : Malfunctioning

Person : 1
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430618
Human Factors : Physiological - Other

Person : 2
Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430624
Human Factors : Physiological - Other

Person : 3
Reference : 3
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: 1430622  
Human Factors: Physiological - Other  

**Person:** 4  
Reference: 4  
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: 1430619  
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  
When Detected: Aircraft In Service At Gate  
Result: General: Physical Injury / Incapacitation  
Result: General: Flight Cancelled / Delayed  

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

**Narrative: 1**  
Two fume events occurred on board. One before boarding, which was reported to the flight deck. The second occurred after passengers where on board. The strong smell was mainly in the aft. The Flight Attendants (B&C) in the aft were most affected and the FAs forward of the aircraft experienced slight symptoms. As a result, the crew was taken to the hospital for treatment. All passengers were removed from aircraft.

**Narrative: 2**  
All four FAs were on the aircraft doing their preflight checks. A strong odor came through the cabin, smelled like chemicals and dirty socks to me. We notified the First Officer (FO) because the captain was not on aircraft. FO felt it was jet fuel from an aircraft that just pushed off the gate. The odor went away. We began boarding. Just as boarding was complete. I and another FA were towards the back of the aircraft I was in the galley a horribly strong odor the same as the one we experienced earlier was very present in the back of the cabin but stronger than the first. I called the lead FA and he told the captain. Within minutes we both had headaches, nausea, and visible shakes. Mechanics came on the airplane looked around the galley. We told them our experience. They returned to the cockpit. The captain made an announcement that the passengers would have to deplane that this aircraft was going to the hangar due to a problem with the ventilation and air conditioning system on the aircraft. He told passengers that they were getting another
plane. I had called the crew service center to tell them we just had what we believe is a fume incident on the aircraft and asked for a supervisor to please come to the airplane. Several supervisors came and assisted us in getting a ride to the hospital where we all had blood work done to test for carbon monoxide (they really didn't know what toxins to test for) and we were all put on IV fluids and oxygen. I was also given zophran for my nausea, since I was very sick to my stomach and had vomited on the airplane before I left the plane. I personally felt like I was in a fog, my memory was jarred and my motor skills were not sharp. I couldn't even get the [gown] on at the hospital, I needed assistance from a nurse. Several hours later we were all discharged from the hospital. The supervisor was waiting in the hospital waiting room and arranged a ride for all of us back to the airport.

These FUME events need to be recognized as a problem that has been going on way too long and it is crazy that they are still happening. The passengers don't realize they could be exposed to hazardous toxins. We as FAs are aware of the problem.

This is my first known fume event and the odor was something I have never smelled before. The symptoms were something I had never experienced on the airplane before. Airlines, including mine, need to take recognition that there is a problem with toxic fumes and helping the people that suffer from the exposure instead of the company turning their heads and ignoring their employees that something really is wrong and causing these toxic fumes. Trust me if [the CEO] or his family were involved in a fume event and got sick or disabled from the exposure maybe something finally would be done to stop them and quit ignoring and denying employees. When on the job and exposed to toxins and having to be removed from the job and out of work, and being told that this will not be an [issue] is a disgrace!

**Narrative: 3**

[Report narrative contained no additional information.]

**Narrative: 4**

[Report narrative contained no additional information.]

**Synopsis**

Four B757 flight attendants reported two fume events at the gate prior to push back. After the second event the flight attendants were taken to the hospital and the aircraft was taken out of service.
ACN: 1430527 (40 of 50)

Time / Day
Date: 201701

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: A330
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Flight Phase: Cruise
Flight Phase: Climb

Person: 1
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: 1430527
Human Factors: Physiological - Other

Person: 2
Reference: 2
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: 1430294
Human Factors: Physiological - Other

Person: 3
Reference: 3
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 : 1430386

Person : 4
Reference : 4
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430324

Events
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 : Physical Injury / Incapacitation

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1
Old musty sock odor in cabin upon takeoff. All Flight Attendants (FA) contacted one another and captain, flight deck smelled it also, dissipated somewhat and returned, diversion was decided against and just get into [destination]. Landed just before midnight. FA had headaches and nausea and wanted checked out by medical personnel. Station Manager did not meet aircraft as asked, daily ops took 2 1/2 hours to get us medics. Was transported to hospital by ambulance for blood tests and blood was not drawn till [very early morning]. Tests ok by that point, released from hospital to follow up with physician. Was transported to airport for deadhead.

Take care of aircraft and ground them if they have these problems until solved as to not put crew and passengers' health and lives in jeopardy. If it does occur, take care of crew IMMEDIATELY. Transport to hospital IMMEDIATELY for testing and treatment as to not expose them to chemicals and fumes as short of time as possible. Each station NEEDS to be aware of these situations and how to handle them!

Narrative: 2
During takeoff for this flight there was a weird smell throughout the cabin one of the flight attendants in the rear of the aircraft called the A-FA and notified her of the strong odor. The A-FA called the flight deck and informed them of the odor. A few minutes later the captain called and stated that we would be diverting. Then a few minutes later the captain notified the lead FA that we were going to continue on to [original destination]. As we continued on the fumes in the cabin continued and were getting stronger. There were also a few passengers complaining about the smell. All the while we were doing service and also trying to answer passengers' questions, keep calm and stay professional without causing panic. After finally landing in ZZZ we requested medical attention and also requested to have a manager meet us at the gate, which never happened. Instead we waited outside for an hour and a half before we were told to go to the other side of the
terminal where the manager would be waiting for us. We wait another 30-40 mins before the fire department medical team shows up, they take our vitals and personal information. We then get transported by ambulance to a local hospital for further evaluation.

We spend all night in the ER and finally get discharged [early the next morning].

**Narrative: 3**
[Report narrative contained no additional information.]

**Narrative: 4**
[Report narrative contained no additional information.]

**Synopsis**
The flight attendants of an Airbus A330 reported a musty sock odor in the cabin during takeoff and continued during flight. Many required medical attention.
Narrative: 1

Upon descent and final walk through a strong odor was noticed around row 12 and aft. I immediately asked a coworker to verify the odor and immediately called the captain. The captain informed me that we were 2 minutes from landing and we would check it on the ground. The odor was reminiscent of paint thinner and caused an immediate severe headache. One we landed, the smell disappeared for the majority but remained noticeable
around the 3L/3R doors. Myself and one other Flight attendant became ill and required medical attention for nausea, headache, dizziness, and body shakiness. We were transported to a hospital via ambulance.

The captain requested maintenance and they found an unidentified orange fluid around the aft air pack.

Synopsis

A321 Flight Attendant reported a strong odor in the cabin during cruise resulting in physically ill symptoms.
ACN: 1430484 (42 of 50)

Time / Day
Date: 201606
Local Time Of Day: 0601-1200

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

Environment
Light: Daylight

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

Person: 1
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1430484
Human Factors: Physiological - Other
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
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1430498
Human Factors: Time Pressure
Human Factors: Communication Breakdown
Human Factors: Physiological - Other
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 : Boarding
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430289
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew

Person : 4
Reference : 4
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430399
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew

Events
Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Evacuated
Result.General : Flight Cancelled / Delayed
Result.General : Physical Injury / Incapacitation
Result.General : Maintenance Action

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

Narrative: 1
When we got to the gate the plane was late inbound. When we got on the plane the agent wanted to board right away. I checked with the Captain and he said we had mechanics on board. The mechanics said not to board. The agent boarded anyway. We had lots of issues with this plane. Inflight Entertainment (IFE) did not work a latch in the back was totally gone and some cockpit issues plus the APU did not work so it was very hot on the plane. We closed the 2L and armed our doors. Then the Captain said the mechanics needed to get back on so we disarmed all doors. We reopened the 2L door to let the mechanics back on for an issue in the cockpit. I was in the 1L lav when I smelled a burning electrical odor. Before I could open the door (about 2 seconds) the lav was full of smoke. I heard someone say smoke in the cockpit, smoke in the cockpit. When I looked to the right I could not see past row 2 because of the whitish yellowish smoke. The smoke was burning my eyes and throat. I turned to my left to tell the Captain (I could not get to the cockpit because 2 mechanics and an agent were in the door) when I heard evacuate over the P.A.

The Business class passengers were already up and moving to the 2L door. The D FA and I got our passengers out the 2L door and helped with the flow of passengers while yelling our commands. I was at the door with the E and we had the passengers going out side by side for faster flow. The F started to stop passengers and take their bags from them I said let them go it's faster. You need to go to your exit, she did not go. I saw a lot of passengers with their roll-aboards. Then I heard over the PA, stop the evacuation. I turned and ran to the cockpit (the D is arriving at the same time). I tell the Captain that the passengers cannot breath and the smoke is thick. I get on the PA and say continue the evacuation. The Captain says someone has blown a slide and for me to go back and see where it is. I run to the back down the aircraft left aisle. About 30 passengers are left on the plane and they are trying to get their luggage out of the overhead bins even though we are yelling get out leave everything. I see the 3L door is open with no slide and a passenger and her 2 children are looking out the door (3L) and trying to decide if they should jump. I point and tell them to go to the boarding door and I put the strap across the door. I can see 3R is open with a slide inflated and the G is with passengers at that door. 4L and 4R have slides inflated and the C and B are with their respective door. I tell the FA's to check the cabin and lavs behind me and make sure everyone is off and for them to get off the plane. I tell the Captain that we have 3 slides inflated and all the passengers are off. The firemen board at this time and they want all crew off except the A and the cockpit. The FAs get off onto the jetway and the F tells them not to go to the gate area because the company will not pay you if you get off the plane. I tell them to go to the gate area now.

I ask if everyone is ok. The K says she needs oxygen and I put her on oxygen from the plane. I get her to the gate area and get her bags for her and then I go back and talk to the firemen. They send us all to the gate area and the paramedics check everyone out. One FA has high blood pressure and another has asthma problems. We are all coughing and have burning itchy eyes. I am on the phone with the company most of the time that we are in the gate area. About 4 hours I am told. I check on my crew and I am working to get us transportation to the hospital then to the hotel. The agent is a tremendous help with a bus, paramedics extra. I check on a few passengers that are in the gate area. We go to the hospital and we are there about 5 hours or so getting blood work. We have no chairs to sit on and end up on the floor. They take the K first because she has Lupus and then checkout the C with the high blood pressure and then the F then the rest of us. [The] agent puts drinks and food on her own credit card because we have not had anything since we left the hotel. We get back to the hotel. We get to our rooms and meet back in 45 minutes to eat and see if we have been released from duty yet.

The Captain tells us [someone] might want to talk to us and not to have any alcohol.
because we are not released from duty yet. When I meet back in the restaurant a few of the FAs are having a drink. I said the Captain and I have told you not to drink. I was told they can do what they want after such a hard day. Long argument and they continued to drink. The Captain came in and told them the same thing and again they refused to listen. I am going to the front desk for phone calls because I do not have international calling and my battery is low. The F keeps taking the phone from me to talk to [the company]. I am having to argue with her to get my phone calls. She wanted to be in charge and that really made my job harder and I missed some important information. No one in the company seemed to know that I was a FA. I finally [had a meeting about the event] in the hotel. Just gave him the basics about what I saw. At midnight I went back to the restaurant and had a few bites of my cold food.

I tried to get the FAs to tell me what flight they wanted to take home. All I got was argument. I told them they could go when they felt comfortable to leave. I was trying to set up their flights home. The [investigators] wanted to talk to the ones that had deployed the slides so they had to stay. I chose the first flight the next day. Six of us went on the early flight. We were listed as non-revenue instead of deadheading so the agent would not give us a boarding card because we did not check in 24 hours ahead. More stress. Finally get our seats and get on the plane home.

The pressure to board has gotten ridiculous and unsafe. Getting the plane off the gate at all cost is not safe. Boarding and on time is more important than safety. We have to have the entire crew briefings back. Our CRM is so important. Most briefings from the cockpit (sometimes not the Captain) consist of air time and maybe a weather report. The biggest issue for this flight was pressure to board and get off the gate.

**Narrative: 2**

I was standing in the galley between 2L & 2R. Flight Attendant (FA) said, "Smoke!" Suddenly noticed smoke at the ceiling near 2R. I looked down the aisle and smoke filled the cabin in less than 3 seconds. FA "H" was standing near 2R. I said, "We have to call the Captain and evacuate!" I reached for the phone at 2R. I called the Captain and there was no answer. I pressed the PA button and announced, "Evacuate, Evacuate!" The smoke was still there and there was a smell of an electrical fire. We proceeded to evacuate. The Captain came on over the PA and said, "Stop the evacuation." I'm not sure at this point if I got back on the PA or just said out loud, "We need to keep evacuating!" The Captain did not see the smoke or smell the fumes so I just kept on evacuating. I think at some point I did hear the Captain come back on and say, "Evacuate!" We continued the evacuation until all the passengers were off.

This might be a lesson that if the mechanics are on and say, "We are not ready to board", perhaps the Operations Manager, should respect that and not board until they are ready. I remember she and I had a bit of a disagreement about the boarding. She pressured the front mechanic to board until he finally said yes. The mechanic in the back did not want to board. I clearly told her that and she said, "I will deal with that later." I'm not sure if that would have made a difference in the event but it did seem rushed to board them and then the passengers sat on the airplane another hour until we actually closed the door the first time.

**Narrative: 3**

[Report narrative contained no additional information.]

**Narrative: 4**
[Report narrative contained no additional information.]

**Synopsis**

A330 flight attendants reported an aircraft evacuation at the gate due to heavy smoke in the passenger cabin.
ACN: 1430480

Time / Day
Date: 201610
Local Time Of Day: 1201-1800

Aircraft
Reference: X
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: Climb
Flight Phase: Cruise

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1430480
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
When Detected: In-flight
Result. General: Physical Injury / Incapacitation

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1
I smelt odd fumes for about twenty to thirty minutes and also after confirming the smell with the other working flight attendants, after the "B" flight attendant reported the odor to the flight deck, I reported it also. The odd fume went away about thirty minutes after reporting the issue to the captain. In the last hour of the flight I started feeling abnormal. I had a pounding headache, felt dizzy, fatigue and weakness in the legs, my stomach becoming tight and upset, I felt shortness in breath and chest pain, and it felt like day two of a very bad "flu-like" bug in less than an hour. I immediately reported the issue to the captain, and when we landed I called crew service center about the issue, and discussed the injury with my flight service manager. Due to this injury I could not perform my core duties, specifically evacuations or announcements. I confirmed the same symptoms with my flight attendant crew members and we went to the emergency room for immediate treatment at the hospital.
Based on what happened to me and the test results I feel this is chemical fume injury in carbon fume family, specifically carbon monoxide. Carbon monoxide is a by-product of the incomplete combustion of carbon-containing materials. Aviation fuel contains carbon and is a ready source of carbon monoxide when burned. Carbon monoxide is truly a hidden menace because by itself, it is both a colorless and odorless gas. An individual would not be aware of its presence until symptoms developed, or during treatment it was determined exposure had occurred. The least desirable situation would be incapacitation. The true problem comes when exposure is so gradual that you don't perceive it. We perceived fume, reported the issue, and are now injured.

Synopsis

A320 Flight Attendant reported that cabin fumes became unbearable during the flight, resulting in illness.
About 10 minutes into boarding Captain called me into flight deck to confirm odor from fumes. Strong odor was detected in flight deck as well as in back section of cabin. Most passengers were commenting and held things to their noses. Captain immediately requested boarding to cease and all passengers with carry bags and crew to deplane.

Two Flight Attendants (FA) experienced headaches, another felt funny and I had continuous coughing. Other FA symptoms remained for a while, my coughing started up again when I re-entered aircraft an hour later to retrieve my bags.

Synopsis
A321 Flight Attendant reported a strong odor in the aircraft during boarding. When many passengers and cabin crew members began to feel ill, the Captain decided to have the passengers exit the aircraft.
ACN: 1430346 (45 of 50)

**Time / Day**
- Date: 201701
- Local Time Of Day: 0001-0600

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

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

**Aircraft**
- Reference: X
- 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: Takeoff

**Person: 1**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1430346
- Human Factors: Troubleshooting

**Person: 2**
- Reference: 2
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Reporter Organization: Air Carrier
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1430470
- Human Factors: Troubleshooting

**Person: 3**
- Reference: 3
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Reporter Organization: Air Carrier
Events
Anomaly. Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector. Person : Flight Crew
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
During take-off a gust of fumes entered the entire cabin. I asked [the crew] who also experienced the same odor. [Another FA] notified flight deck. Flight deck advised returning to the [departure airport].

Narrative: 2
[Report narrative contained no additional information.]

Narrative: 3
[Report narrative contained no additional information.]

Synopsis
Cabin crew reported strong fumes in the cabin after application of takeoff power, that resulted in a return to the departure airport.
Our flight experienced what was believed to be moderate (at best) to severe turbulence upon approach into ZZZ airport this afternoon. The turbulence lasted between 15-20
minutes and the Captain did not give any advance notice to our cabin crew. Movement was impossible in the cabin, items were falling around in the bathrooms, and people were extremely scared. We experienced violent altitude changes, slamming of the aircraft side-to-side, rapid pitch and rolls, and sudden/aggressive drops. During said turbulence, the captain never made any PA to advise us of any significant turbulence nor made any attempt to notify the crew via the interphone system at any point. We were not advised of how long the turbulence was expected to last, and passengers were given no updates until I provided one in an effort to comfort terrified passengers.

The cockpit crew stated they were unaware of any weather/turbulence reports, which according to two other mainline pilots I spoke with following this incident stated that they would have easily and reasonably forecasted appreciable turbulence based on other immediately available weather factors in reference to ZZZ airport approach/arrival this afternoon, including reports of windshear.

Separately, it is my hope that our pilots made accurate, timely and appropriate notifications during this turbulence to ZZZ ATC to assist other approaching aircraft. It is our cabin crews' concern that the communication here was so poor, or complacency was at its highest, that it may have been overlooked.

Note: The captain mentioned significant pitching of the nose at times during the approach and 41-mph wind gusts, and agreed the ride conditions were poor. I would also add that in other instances we have diverted for much less.

At the conclusion of the flight, and after arriving at the gate, I spoke with the captain via the interphone to inquire about the turbulence and lack of communication and ultimately met with him and the entire crew to discuss it in the forward galley. What resulted was the cabin crew feeling dismissed as the captain said that any announcement wouldn't have changed any of the outcome. While that statement is true, it is an unconscionable approach to piloting and communicating amongst a team of crew members tasked with passenger comfort and safety. The importance of CRM - providing accurate, timely, and needed communication with passengers and crew - is seriously missing with this cockpit crew.

Is should be noted that the B flight attendant has been flying for [many] years and commented on how poorly this was handled by the cockpit, and how it was the worst turbulence she has encountered in her career. The A flight attendant also [noticed] the bathroom vanity on the bathroom floor, which fell during the hard landing.

The captain was made aware that reports would be filed in response to the way this situation was handled. It should be noted that all times the cabin crew remained professional and fair at all times while communicating our concerns with the pilots on this flight segment.

Our company simply must instill in their pilots the fundamentals of CRM and the importance of communication with crews and passengers. This is a noticeable issue with our legacy pilots that we are now flying with more frequently. Due to constant cockpit crew changes, it is noticeable and frightening the diminishing art and importance of crew communication. Never in my years of flying have I witnessed such a decline in CRM. This must be addressed.

**Synopsis**
A319 Flight Attendant reported a lack of communication from the cockpit during descent in severe turbulence.
ACN: 1430291 (47 of 50)

Time / Day
Date: 201611

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

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
Maintenance Status: Maintenance Type: Unscheduled Maintenance
Maintenance Status: Maintenance Items Involved: Repair

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

Person
Reference: 1
Location Of Person: Company
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: 1430291
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
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: Aircraft
Primary Problem: Aircraft

Narrative: 1
Before we even left, we had a fuel leak. It was eventually fixed and we departed for ZZZ. On the climb I smelled an odor, but I figured it was from the repair and it wasn't too bad. We were all strapped into our jump seats (I was at the 3L) on the descent into ZZZ when a very strong odor was detected. It smelled like a combination of deicing fluid and dirty locker room odor. It was so strong I had to breathe into my sleeve and I looked over at the other Flight Attendant sitting at the 3R jumpseat and she was doing the same thing. My eyes began to sting as well as my throat. Several passengers asked me what the smell was and I literally couldn't answer them because I began to cough.

The passenger right in front of me put her sweater over her nose and mouth. All passengers deplaned and the crew gathered at the front as we discussed what had just occurred. Flight Services were called and [someone] met us to take us to the Airport Urgent Care Facility for employees. We filled out paperwork and I was brought to the back where they weighed me, took my height measurements, looked into my eyes, throat, ears, and nose, and took my blood pressure. I told her my eyes were still stinging and my throat burned, along with a headache. She gave me Advil, Benadryl for my throat, and 5 vials of eye drops. I asked her if she was going to draw my blood and she was puzzled by it. I then went back out to the waiting room [and was] informed if we wanted our blood tested, we would have to go to the hospital. I declined because it had already been [several] hours of all of this and I felt like it had been a waste of time. No one seemed to know what the protocol was to deal with this event.

Synopsis

A330 Flight Attendant reported an odd odor in the cabin that resulted in physical symptoms related to the odor.
**ACN: 1430284 (48 of 50)**

**Time / Day**

Date: 201701

**Place**

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

**Aircraft**

Reference: X
ATC / Advisory.TRACON: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: A321
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Descent
Airspace.Class C: ZZZ

**Person : 1**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
ASRS Report Number.Accession Number: 1430284
Human Factors: Physiological - Other

**Person : 2**

Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1430292
Human Factors: Physiological - Other

**Person : 3**

Reference: 3
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1430431
Human Factors: Physiological - Other

**Person : 4**
Reference: 4
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1430449
Human Factors: Physiological - Other

Person: 5
Reference: 5
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1430520
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
When Detected: In-flight

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1

Upon descending... during final cabin prep for landing. I was made aware of a smell in the back of aircraft. It began to travel forward to the front of aircraft. Not only did Flight Attendants (FA) smell that strange smell (dirty sock)... passengers asked as well: "What is the strange smell?" We are instructed to report such to flight deck. So everyone said... go report to flight deck and we will finish walk through. We all felt strange. The flight deck said they smell it too.

My head started hurting and my eyes felt strange... my chest had a little pain and a little daze. The [other Flight Attendants] tasted something metallic in their mouths and throats. After landing I did my arrival procedures... Verified, stand by for all call ...some of the Flight Attendants sounded weird... sluggish. I felt strange as well. Start feeling less light headed when were on the jet way.

I don't understand how to eliminate fumes. The pilot said once they smelled it they put on their oxygen mask. I believe we should be trained to apply oxygen to ourselves so... we need nothing to affect our ability to respond. As stated the [other Flight Attendants] sounded weird or sluggish on PA. So we should have put of portable oxygen mask as well when a fume incident occurs.

Narrative: 2

15-20 minutes before landing we had strong cabin odor/fume that all 4 Flight Attendants (FA) smelled at the same time and never smelled before. A FA contacted Captain to complain of odor. The F FA said passenger in front of her seat noticed smell also. Felt pressure on my chest during descent. After landing felt very light headed, disoriented and
shaky after deplaning. Paramedics met flight and did vitals. Whole crew went to the hospital upon Captain's suggestion. I had EKG, chest x-ray, arterial draw testing for neurotoxins and blood pressure. My blood pressure was 188/98 and 185/92 which is very high for me. Never had blood pressure issues. Concerned for my health for chemicals in uniforms and toxic fumes from job. My carbon monoxide level was 5 which they questioned. The smell on aircraft was very strong and different from anything I have ever smelled. To me the smell was like very stale musty air.

**Narrative: 3**

[Report narrative contained no additional information.]

**Narrative: 4**

[Report narrative contained no additional information.]

**Narrative: 5**

[Report narrative contained no additional information.]

**Synopsis**

A321 Flight Attendant crew reported a strange odor on the aircraft during descent, all crew members affected and went to the hospital. Lead Flight Attendant recommended that they should also be trained to use portable oxygen during fume events.
**ACN: 1430268 (49 of 50)**

**Time / Day**
Date: 201611

**Environment**
Weather Elements / Visibility: Turbulence

**Aircraft**
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: A319
Crew Size. Number Of Crew: 2
Flight Plan: IFR
Mission: Passenger
Flight Phase: Cruise

**Component**
Aircraft Component: Galley Furnishing
Aircraft Reference: X
Problem: Design

**Person**
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1430268
Human Factors: Situational Awareness
Human Factors: Physiological - Other
Human Factors: Time Pressure

**Events**
Anomaly. Aircraft Equipment Problem: Less Severe
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: Aircraft
Contributing Factors / Situations: Weather
Primary Problem: Ambiguous

**Narrative: 1**
During start of beverage service we were in aft galley, when suddenly we experienced severe clear air turbulence. The captain made an announcement for the flight attendants to take our seats immediately. As we started to stow the cart, turbulence hit again, looking for anything to hold onto within reach to brace myself, (as there are no safety handles on that aircraft) my arm was hit by the beverage cart, injuring my neck and shoulder.

Install safety handles on the aircraft that don't have them.

**Synopsis**

An A319 Flight Attendant reported neck and shoulder injuries while attempting to stow the aft beverage cart when severe clear air turbulence struck and there were no hand holds installed.
**Time / Day**
Date : 201607

**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 : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

**Component**
Aircraft Component : Hydraulic System

**Person : 1**
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1430267
Human Factors : Time Pressure
Human Factors : Troubleshooting

**Person : 2**
Reference : 2
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 : 1430398
Human Factors : Troubleshooting

**Person : 3**
Reference: 3
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1430420
Human Factors: Troubleshooting

Events
Anomaly.Aircraft Equipment Problem: Critical
Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural: Maintenance
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Crew
When Detected: Taxi
Result.General: Evacuated

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

Narrative: 1
Prior to boarding, we were under maintenance due to a possible hydraulic leak. The mechanics noticed the fluid on the ground, had the flight deck run pressure checks and then later gave us clearance to operate within 15 minutes. Myself, nor the B & C FAs felt safe operating the flight with knowing that there was a (major) hydraulic leak. The captain said that maintenance gave the ok saying we were good to go. I was worried that the AC wasn't properly evaluated while under maintenance and that if the flight deck spoke up more, this incident could've possibly been prevented.

Just as the captain announced: Flight Attendant (FA) prepare for take-off, there was a LOUD shrieking noise followed by a very strong fume odor. I notified the flight deck and made an announcement to the passengers. The captain initiated an evacuation of the aircraft. At that point, it was too late to do a full cycle of evacuation commands because the passengers were already in the galley ready to exit the aircraft. I used my hand to hold them back and commenced with come this way, leave everything.

As a suggestion, I would recommend that the commands be amended to incorporate the old commands of stand back until the slides fully deploy.

I also don't know the recommendation for this, but we need to be sure that passengers are willing to stay at the bottom of the slide to help people off and away from the aircraft. The majority of passengers ran away in fear. At least, two times I found myself asking more people to help at the bottom.

Narrative: 2
[Report narrative contained no additional information.]

Narrative: 3
[Report narrative contained no additional information.]
Synopsis
A320 cabin crew reported a failure in the hydraulic system while taxiing resulted in smoke in the cabin and a subsequent call by the Captain to evacuate.