ASRS Database Report Set

Flight Attendant Reports

Report Set Description.................................A sampling of reports from Flight Attendants.
Update Number.............................................33.0
Date of Update............................................August 31, 2018
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.

Becky L. Hooey, Director
NASA Aviation Safety Reporting System
CAV EAT 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
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<tr>
<td><strong>Synopsis</strong></td>
<td>A320 Flight Attendant reported the cabin crew experienced physical illnesses, after noticing a &quot;hot oil, metallic smell&quot; in the cabin.</td>
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<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported that while taxiing the passenger window shades were pulled shut, consequently reducing the visual awareness and safety in the event of an emergency.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td>A320 flight attendants reported a fume smell in the aft cabin, to which the flight crew took no action.</td>
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<td><strong>Synopsis</strong></td>
<td>B737 Flight Attendant reported she injured her back and knees when the aircraft was brought to an abrupt stop on the taxiway.</td>
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<td><strong>Synopsis</strong></td>
<td>B737 Flight Attendant reported another Flight Attendant was injured during a wake vortex encounter on arrival to ORD in trail of a B777.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td>B737 Flight Attendant reported difficulties and challenges operating a flight with the PA and cabin-cockpit intercom inoperative.</td>
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<td>A330 Flight Attendant reported an erroneous Evacuation Alert during taxi.</td>
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<td><strong>Synopsis</strong></td>
<td>CRJ900 Flight Attendant reported that the cabin crew was not alerted to final descent.</td>
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**ACN: 1542019 (9 of 50)**

**Synopsis**
Air carrier Flight Attendant reported proper procedures were not followed when a passenger boarded with a large Lithium-Ion battery.

**ACN: 1540702 (10 of 50)**

**Synopsis**
B737 Flight Attendant reported that the front entry door slide did not inflate.

**ACN: 1539702 (11 of 50)**

**Synopsis**
A Flight Attendant reported not being given information or notice when deadheading as the only passenger on a ferry flight which had to return to the departure airport.

**ACN: 1539210 (12 of 50)**

**Synopsis**
B767 Flight Attendant reported safety concerns after the cockpit door was closed and locked using deadbolts.

**ACN: 1536576 (13 of 50)**

**Synopsis**
B737-900 Flight Attendant reported that the flight diverted due to passenger illness.

**ACN: 1534712 (14 of 50)**

**Synopsis**
EMB-145 Flight Attendant reported that after arrival a passenger informed her that their eardrum had blown out.

**ACN: 1534705 (15 of 50)**

**Synopsis**
A Flight Attendant reported that the Electronic Flight Bag (EFB) got extremely hot while it was being charged in the galley.

**ACN: 1534084 (16 of 50)**

**Synopsis**
CRJ Flight Attendant reported that the Main Cabin Entry door was inoperative. When the door was opened, it fell to the ground.
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<td>B737 Flight Attendant reported that the Number 2 oven heating element continued to operate after the power switch was set to OFF.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td>B737 Flight Attendant reported that the &quot;J&quot; hooks for the girt bar were too tight and caused the girt bar not to stow properly.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported that Embraer ERJ Captain left the cockpit momentarily while on the taxiway, leaving the cockpit door unsecured.</td>
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<td>B777 Flight Attendant reported that the aircraft was rolling for takeoff prior to the flight attendants being secured in their seats.</td>
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<td>Air carrier Flight Attendant reported that the work environment was very stressful due to the cabin crew pairing.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td>Air carrier Flight Attendant reported fumes in the cabin during taxi out for takeoff. Aircraft returned to the gate for maintenance checks and was taken out of service.</td>
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<td><strong>Synopsis</strong></td>
<td>Flight Attendant reported being unable to log into the electronic manual during a medical emergency.</td>
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<tr>
<td><strong>Synopsis</strong></td>
<td></td>
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</table>
B757 Flight Attendant reported difficulty in fighting an in-flight electrical fire with an expired fire extinguisher.

**ACN: 1523883 (25 of 50)**

**Synopsis**
Flight Attendant reported an issue with the service carts whereby the braking mechanism does not work.

**ACN: 1523450 (26 of 50)**

**Synopsis**
Two A321 Flight Attendants reported suffering physical effects from noxious fumes in the cabin.

**ACN: 1521582 (27 of 50)**

**Synopsis**
SF340B flight attendant reported Captain allowing what may have appeared to be an overload to weight and balance.

**ACN: 1521070 (28 of 50)**

**Synopsis**
A321 Flight Attendant reported that a strong odor filled the cabin after pushback.

**ACN: 1521068 (29 of 50)**

**Synopsis**
A320 Flight Attendant reported that due to a "dirty sock smell" on the flight, many people became very ill.

**ACN: 1520990 (30 of 50)**

**Synopsis**
Flight Attendant reported extinguishing an in-flight lithium battery fire.

**ACN: 1520165 (31 of 50)**

**Synopsis**
A321 Flight Attendant reported an injury resulted with the jumpseat at door 3R had nothing to hang on to during turbulence.

**ACN: 1519544 (32 of 50)**

**Synopsis**
A319 pilot reported a "dirty sock" smell prior to departure. On arrival, the Flight Attendants reported headaches, nauseous and eye irritations due to the smell.

**ACN: 1518023 (33 of 50)**

**Synopsis**
B777 Flight Attendant reported lack of adequate crew rest due to an airflow malfunction and persistent chimes in the crew-rest bunk area.

**ACN: 1518022 (34 of 50)**

**Synopsis**
B737 Flight Attendant reported an odor in cabin after takeoff causing headache and sleepiness. Two of the four Flight Attendants were unable to perform their assigned duties during this flight.

**ACN: 1517879 (35 of 50)**

**Synopsis**
Air carrier Flight Attendant reported concern over the ability to defer an inoperative flight deck door keypad.

**ACN: 1517867 (36 of 50)**

**Synopsis**
Air carrier Flight Attendant reported passenger misconduct resulted in a cockpit lockdown and law enforcement meeting the flight.

**ACN: 1517865 (37 of 50)**

**Synopsis**
Air carrier Flight Attendant reported an inflight assault, by a passenger, on another Flight Attendant.

**ACN: 1517160 (38 of 50)**

**Synopsis**
Flight Attendant reported another Flight Attendant became ill after noticing a strong toxic smell during descent.

**ACN: 1517101 (39 of 50)**

**Synopsis**
Flight attendant reported that the Flight Attendants' Manual fails to address cabin lighting matching outside environment, thus posing a risk to both the cabin crew and passengers in the event of an emergency evacuation.
ACN: 1516923 (40 of 50)

Synopsis
B737 Flight Attendant reported that all the flight attendants felt dizzy during cruise, and that one Flight Attendant passed out in the galley.

ACN: 1516852 (41 of 50)

Synopsis
A B737 Flight Attendant reported that slide safety covers were not installed properly. The covers are being packed inside the bustle.

ACN: 1516596 (42 of 50)

Synopsis
Air Carrier Flight Attendant reported catering returned to the aircraft after doors were armed and opened it without following proper procedures.

ACN: 1514515 (43 of 50)

Synopsis
Air Carrier Flight Attendant reported poor communication between the flight attendants, flight crew, and ramp personnel after returning to the gate due to maintenance.

ACN: 1514028 (44 of 50)

Synopsis
Flight Attendant reported that new cabin services procedures requires all flight attendants in the forward of the main cabin. Therefore, the aft cabin is both inaccessible and out of their control, which poses a security/safety issue.

ACN: 1514026 (45 of 50)

Synopsis
A Flight Attendant reported that a fellow cabin crewmember did not comply with company procedures or the FARs.

ACN: 1513600 (46 of 50)

Synopsis
A330 cabin crew reported smelling an odd odor in flight. After landing the reporters received medical attention for the effects of the odor.

ACN: 1513276 (47 of 50)

Synopsis
Air Carrier Flight Attendant reported being in shock after being aggressively awoken by a Captain during a rest break; Flight attendant expressed concerns of feeling unsafe and uncomfortable with the Captain.

**ACN: 1513266** *(48 of 50)*

**Synopsis**
B737 Flight Attendant reported that an employee, who was riding on the plane's fourth jump seat, appeared to be overweight for the seat and had difficulty getting the seat belt fastened.

**ACN: 1512873** *(49 of 50)*

**Synopsis**
A321 Flight Attendant reported being unable to read the gauge on a walk-around O2 bottle due to the position it was oriented.

**ACN: 1512113** *(50 of 50)*

**Synopsis**
EMB-175 flight attendant reported that during landing the service carts broke loose, causing several injuries.
ACN: 1555225 (1 of 50)

Time / Day
Date: 201806
Local Time Of Day: 0601-1200

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

Environment
Light: Daylight
Ceiling: CLR

Aircraft
Reference: X
ATC / Advisory.Center: 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
Nav In Use: FMS Or FMC
Flight Phase: Cruise
Airspace.Class A: ZZZ
Cabin Lighting: Low
Number Of Seats.Number: 150
Passengers On Board.Number: 148
Crew Size Flight Attendant.Number Of Crew: 3

Component
Aircraft Component: Air Conditioning Distribution System
Aircraft Reference: X

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
Experience.Flight Attendant.Total: 31
Experience.Flight Attendant.Airline Total: 7
Experience.Flight Attendant.Number Of Acft Qualified On: 3
Experience.Flight Attendant.Type: 75
ASRS Report Number.Accession Number: 1555225
Human Factors: Fatigue
Human Factors: Physiological - Other

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

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

Narrative: 1

One and a half hours into the flight, Number 2 and Number 1 were preparing for trash pick-up and discussed feeling dizzy and disoriented; Number 2 had major headache. Number 2 called back to Number 3 to ask how she was feeling, she mentioned she had a major headache and felt faint. This information was provided to Captain and First Officer as a precaution by Number 1. After some discussion, Captain asked that all three Flight Attendants go to back of cabin, go on oxygen tanks, and stay in back. We stayed on oxygen until 25 minutes prior to landing, when we were asked to clear the cabin and prepare early. During this time, the Captain told Number 2 that he was turning OFF the Number 1 AC Pack and to advise of any smells. Number 1 and Number 2 identified a "hot oil", "hot metallic" smell between Rows 5-8 and advised the Captain. No smoke was ever visible and no "dirty sox" smell was ever observed.

Throughout the administration of oxygen and from the beginning of the incident, none of the three of the Flight Attendants felt any better and actually felt worse as time continued. After deplaning, all Flight Attendants and the Captain were examined by EMS and Number 2 was transported to Hospital by EMS, and later released.

Three days later, Number 2 Flight Attendant is still having major health issues and has seen three doctors.

Synopsis
A320 Flight Attendant reported the cabin crew experienced physical illnesses, after noticing a "hot oil, metallic smell" in the cabin.
Time / Day
Date: 201806

Place
Locale Reference. Airport: LAX. Airport
State Reference: CA
Altitude.AGL.Single Value: 0

Environment
Light: Night

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

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
ASRS Report Number. Accession Number: 1554535
Human Factors: Situational Awareness
Human Factors: Troubleshooting

Events
Anomaly. Deviation - Procedural: Other / Unknown
Detector. Person: Flight Attendant
When Detected: Taxi
Result. General: None Reported / Taken

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

Narrative: 1
I recently filed a report with regard to this issue, but the behavior happened again tonight's on flight. The Purser made an announcement for customers to lower their window
shades to enhance the sleeping environment in the cabin. The concern I have is that her announcement was made prior to take-off. So we are taxiing and every single window shade was pulled shut.

I feel strongly that having the visibility of the outside environment hindered during a critical phase of flight is a safety issue. If an aircraft fire were to ensue while on the ground during taxi or the aircraft were to incur a runway excursion during the take-off, landing sequence, flight attendants would be inhibited from quickly assessing conditions outside the aircraft. The prism windows of the aircraft doors provide a very narrow view of conditions occurring outside the aircraft cabin.

It's perfectly fine to have window shades pulled down once airborne, but it is problematic to not be able to assess conditions should the need arise to evacuate the aircraft. If the aircraft exterior is on fire, time is of the essence to initiate an evacuation. Both customers and cabin crews need to be able to assess outside conditions quickly and having all aircraft windows obstructed undermines best safety practices. It is SOP at many carriers that all window shades be open during the most critical critical phases of flight.

**Synopsis**

Flight Attendant reported that while taxiing the passenger window shades were pulled shut, consequently reducing the visual awareness and safety in the event of an emergency.
Time / Day
Date : 201804
Local Time Of Day : 1801-2400

Place
Locale Reference.Airport : PDX.Airport
State Reference : OR

Environment
Weather Elements / Visibility : Turbulence
Light : Daylight

Aircraft
Reference : X
ATC / Advisory.Center : ZSE
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
Nav In Use : FMS Or FMC
Flight Phase : Descent
Cabin Lighting : Low
Number Of Seats.Number : 150
Passengers On Board.Number : 150
Crew Size Flight Attendant.Number Of Crew : 3

Component
Aircraft Reference : X

Person : 1
Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Experience.Flight Attendant.Total : 3
Experience.Flight Attendant.Airline Total : 3
Experience.Flight Attendant.Type : 75
ASRS Report Number.Accession Number : 1545432
Human Factors : Physiological - Other
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew
Right around the time of initial descent a fume like smell was noticeable in the cabin just after the over wing exits. It smelled musty and if around it too long it would make you lightheaded. A few passengers around the area also noticed the smell and said something out loud. It was an alarming smell. When I reached the galley I called the pilots to inform them of the smell and they dismissed it and said it was nothing. They said it was probably just humidity and that they could smell what we smelled and said everything was fine. I also informed them that passengers also noticed it and asked what the smell was and again they dismissed me and said it was nothing. The pilots did not report it or tell the mechanic when he came on board about the smell. The smell was definitely alarming and the pilots should take things like that more seriously. I’ve heard from pilots from other airlines that they have been experiencing similar situations and this needs to be taken more seriously. They said it is becoming more common on the airbuses and I feel that pilots should really be informed of the dangers of not reporting some kind of fume in the cabin. Especially if passengers are noticing it as well.
Upon descent the AFT Flight Attendant informed me that she phoned the Captain to inform him of a fume type smell in the mid/aft cabin. As she was walking through, a number of passengers asked her what that smell was. Including herself, passengers noticed it as well. She explained it to be a musty/dirty sock smell. She immediately contacted the cockpit and according to her, the Captain told her it was a "humidity" smell. She told him that she would be familiar with a "humidity" smell but it was in fact not that but the smell of fumes. Nothing more was done nor said from the Captain. Upon landing, local maintenance was doorside and we relayed the information for him to take the appropriate steps necessary so that this wouldn't be pushed aside to prevent it from coming to possibly be a major fume vent on another flight. I was not near the location of the smell so I personally didn't smell anything different than normal.

Synopsis

A320 flight attendants reported a fume smell in the aft cabin, to which the flight crew took no action.
Time / Day
Date: 201805

Place
Altitude.AGL.Single Value: 0

Environment
Weather Elements / Visibility: Cloudy
Weather Elements / Visibility: Rain
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: Taxi
Cabin Lighting: Low
Number Of Seats.Number: 160
Passengers On Board.Number: 144
Crew Size Flight Attendant.Number Of Crew: 4

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: 30
Experience.Flight Attendant.Airline Total: 30
Experience.Flight Attendant.Type: 90
ASRS Report Number.Accession Number: 1545124
Human Factors: Situational Awareness

Events
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Attendant
Were Passengers Involved In Event: N
When Detected: Taxi
Result.General: Flight Cancelled / Delayed
Result.General: Physical Injury / Incapacitation

Assessments
Narrative: 1

The 737 Captain slammed on [the] brakes. I was in back galley standing at middle cart facing aft of aircraft. I had just stowed inserts and was locking galley and carts. As I was stepping onto a cart to lock I got thrown backwards out [of the] galley into aft left lav, bouncing into last row of seats bending my back backwards over seat. The safety video for departure was just ending. I was number 2 locking and stowing everything to start my cabin safety check after I locked everything but never had that chance.

Then the plane jerked and I started to get my balance to walk and as I stood up to walk back to carts the cart in middle started to rush toward me hitting my knee or knees and I stopped it from crushing me with my hands reached out.

Captain made a PA apologizing and called back 2 times to see if we were ok.

I was not and he said I understand we are going back to gate.

It took 30 minutes to [an] hour to get parked at gate and then another hour to get FA (Flight Attendant) to relieve me of duties off the flight. [I] injured my back and knees.

Synopsis

B737 Flight Attendant reported she injured her back and knees when the aircraft was brought to an abrupt stop on the taxiway.
**Time / Day**
- Date: 201804
- Local Time Of Day: 1801-2400

**Place**
- Locale Reference.Airport: ORD.Airport
- State Reference: IL

**Environment**
- Light: Night
- Ceiling: CLR

**Aircraft : 1**
- Reference: X
- ATC / Advisory.TRACON: C90
- 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
- Nav In Use: FMS Or FMC
- Flight Phase: Initial Approach
- Airspace.Class B: ORD
- Cabin Lighting: High
- Number Of Seats. Number: 160
- Passengers On Board. Number: 160
- Crew Size Flight Attendant. Number Of Crew: 4

**Aircraft : 2**
- Reference: Y
- Aircraft Operator: Air Carrier
- Make Model Name: B777 Undifferentiated or Other Model
- Flight Plan: IFR
- Nav In Use: FMS Or FMC
- Flight Phase: Descent
- Airspace.Class B: ORD

**Person**
- Reference: 1
- Location Of Person. Aircraft: X
- Location In Aircraft: Galley
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Experience.Flight Attendant.Total: 19
- Experience.Flight Attendant.Airline Total: 19
- Experience.Flight Attendant.Number Of Acft Qualified On: 9
- ASRS Report Number. Accession Number: 1545123
Events

Anomaly.Inflight Event / Encounter : Wake Vortex Encounter
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Physical Injury / Incapacitation

Assessments

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

Narrative: 1

Captain made prepare for landing announcement. I [left] galley heading to [the jump seat] and the aircraft made rocking and rolling motions. I grabbed assist handholds next to coffee pots. Flight Attendant 3 was closing closet door when I noticed her on the floor. When motion stopped, I proceeded to jump seat and strapped in. Looking down the aisle, I saw Flight Attendant 2 leaving a passenger seat heading to her jump seat. I also saw Flight Attendant 4 laying on the floor of the galley. Once strapped in jump seat I called back to see if crew was okay. Flight Attendant said Flight Attendant 4 fell. Once the Captain opened cockpit door for deplaning, I asked him what had happened. He replied we were behind a 777 and got air from their wing tip. I told him passengers were saying that that was the scariest thing they went through. I also stated that we had a Flight Attendant hurt. He said that he'd fill out a form to make it easy for her to report her injury.

Synopsis

B737 Flight Attendant reported another Flight Attendant was injured during a wake vortex encounter on arrival to ORD in trail of a B777.
**ACN: 1544701 (6 of 50)**

**Time / Day**
- Date: 201805

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

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

**Component : 1**
- Aircraft Component: Interphone System
- Aircraft Reference: X
- Problem: Failed

**Component : 2**
- Aircraft Component: Cabin Address System
- Aircraft Reference: X
- Problem: Failed

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Cabin Jumpseat
- Cabin Activity: Safety Related Duties
- Cabin Activity: Boarding
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- ASRS Report Number.Accession Number: 1544701
- Human Factors: Communication Breakdown
- Communication Breakdown.Party1: Flight Attendant

**Events**
- Anomaly.Aircraft Equipment Problem: Less Severe
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Detector.Person: Flight Attendant
- When Detected: Pre-flight
- Result.Flight Crew: Overcame Equipment Problem

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

**Narrative: 1**

Arrived in jetway for our 1st flight of the day, inbound flight attendants notify us the PA system is not working and they had asked Maintenance to have it fixed. Our Captain soon tells us it will not be fixed and we will work it anyway. The [Flight Attendant (FA)] A was the 1st to express she did not feel comfortable working with an in-operative PA system. The Captain asked the 3 of us if we felt like it was a safety issue and we all said adamantly yes. We all expressed it could be a serious safety concern for us and the passengers. We asked if it could be fixed, we were told no, we asked if there was another plane we could take and the Captain said no, that it would take 2 hours to get another one. With passengers on board we began to test the system. 1 out of 7 times, we vaguely heard the Captain, when it worked somewhat, on a scale of 1 to 10, 10 the loudest, the volume was approximately a 1. We were told per pilot manual to use the megaphones. We tested the megaphone and they did not work. While testing to passengers the majority shook their heads no they couldn’t understand us. As I listened, it was inaudible. Against our better judgment, we felt forced to work on that plane. Several passengers spoke to me asking why we would fly this plane and expressed safety concerns. I passed this to the Captain to no avail.

After working 1 flight, we could see what a problem it was, it became very turbulent on descent, unsafe to get out of our seatbelts, unable to be notified from pilots of turbulence. We were almost landing, so I got up to go to the front, getting knocked around, yelling at passengers descent instructions. Half heard, we landed with an unsecured cabin. Upon landing, a FA Supervisor in told us, “you have no choice”. An Assistant Base Manager came also telling us to work the flight and use our “loud voice”. We tried to express our concerns. I shared my last 2 recent incidents. I shared how many situations that are not in the manual can occur and that in those two incidents the PA working was imperative. I asked supervisors and the Captain to be proactive to avoid a possible serious situation, also adding, with the recent incidents why would we add to passengers fears that were already being expressed by our customers on our flight and once again told no.

Along with the continuing problems of no PA, during drink service I turn around to go serve drinks and a very big lady is stumbling, very pale, comes to the back, she passes out and falls hard on the floor and hits her head on the galley. I try to break her fall and protect her head the best I could. She is unconscious. [FA] A is pinned between the lady and the galley door. Normally, I would be able to access her and grab the interphone to call for help but it wasn’t working! Valuable time to help her, paging for a medical person, notify Captain/Medlink and the FA up front, passed because of our lack of being able to communicate. We took time to check her breathing and possible bleeding, move her head so that airflow was not blocked. I stood up and rang the passenger call button 5 to 6 times to get the attention of the FA upfront, I could not hear the chimes as I hit the button and neither could the FA up front. [FA] A yelled at a passenger to go get the FA upfront. He and [FA] A yelled for a doctor or nurse, who by the way were in the front of the aircraft. I go to the front to monitor the clear zone but soon see [FA] A waving at me to help, so I leave the clear zone and get a deadheading pilot seated in the back to stand up front so I can be the go between the back situation and the cockpit. After landing, the Captain tells me, as he is pointing to the instruments, that he also had communication problems with Dispatch and Medlink, he said he lost his connections with them both a couple of times.

**Synopsis**
B737 Flight Attendant reported difficulties and challenges operating a flight with the PA and cabin-cockpit intercom inoperative.
Time / Day
Date: 201805
Local Time Of Day: 1201-1800

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

Environment
Light: Daylight

Aircraft
Reference: X
ATC / Advisory: Ground: ZZZZ
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
Nav In Use: FMS Or FMC
Flight Phase: Taxi

Component
Aircraft Component: Cockpit/Cabin Communication
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)
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1542034
Human Factors: Communication Breakdown
Communication Breakdown: Party1: Flight Attendant
Communication Breakdown: Party2: Flight Crew

Events
Anomaly: Aircraft Equipment Problem: Less Severe
Detector: Person: Flight Crew
Detector: Person: Flight Attendant
When Detected: Taxi
Result: Flight Crew: Overcame Equipment Problem

Assessments
Contributing Factors / Situations : Aircraft 
Primary Problem : Aircraft

Narrative: 1

On taxi out, prior to cabin ready, the evacuation alarm began to sound. Neither the cockpit 
crew nor the cabin crew pressed the alarm button. Once the captain called me, we pressed 
the button to stop the evacuation command. THIS IS THE SECOND TIME THIS HAS 
HAPPENED TO ME. I can't begin to tell you how close we have come (both times) to 
opening the doors in these situations. This time the main reason we didn't was that the 
AIRCRAFT WAS STILL MOVING. Having this happen once was startling. Having it happen 
twice just makes all of us feel unsafe. And there's not an explanation to the passengers 
that is ever going to sound satisfactory. How will I be sure of the steps I should take if this 
happens again? Something is terribly wrong with the CIDS (Cabin Intercommunication 
Data System) panel or with another part of the alarm system on these aircraft.

Synopsis

A330 Flight Attendant reported an erroneous Evacuation Alert during taxi.
Time / Day
Date: 201805
Local Time Of Day: 1801-2400

Place
Locale Reference: ATC Facility: ZZZZ.Tower
State Reference: FO

Environment
Light: Dusk

Aircraft
Reference: X
ATC / Advisory: Tower: ZZZZ
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
Nav In Use: FMS Or FMC
Flight Phase: Descent

Component
Aircraft Component: Cockpit/Cabin Communication
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)
Qualification: Flight Attendant: Current
ASRS Report Number: Accession Number: 1542026
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Flight Crew

Events
Anomaly: Aircraft Equipment Problem: Less Severe
Anomaly: Deviation - Procedural: Published Material / Policy
Detector: Person: Flight Attendant
When Detected: In-flight
Result: General: Physical Injury / Incapacitation

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

**Narrative: 1**

Initial descent announcement was made approximately 20 minutes before landing. Began the process of securing the galley and doing the last trash runs. However, final descent chime was not made or heard throughout the cabin. It was not until [we] looked out the service window, that they were able to notice the street lights coming into view. That was when the landing gear was [extending]. Both FA's (Flight Attendants) rushed through the cabin to try to assist passengers and secure the cabin. As FWD FA walked back to the galley, the momentum pushed her into a jog and she yelled at the AFT FA, "Get down." [AFT FA] was able to make it to her jump seat safely and secure herself. This momentum caused [another FA] to run into the flight deck door, hit her head and bounced off. Due to the stress of the situation, neither flight attendants were fully able to secure the cabin or galley before landing. FO (First Officer) said that he did do the chime but there was a system malfunction. Captain wrote up the plane after jet bridge was extended.

**Synopsis**

CRJ900 Flight Attendant reported that the cabin crew was not alerted to final descent.
**ACN: 1542019** (9 of 50)

**Time / Day**

Date: 201805
Local Time Of Day: 0601-1200

**Place**

Locale Reference.Airport: PHL.Airport
State Reference: PA
Altitude.AGL.Single Value: 0

**Aircraft**

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

**Person**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1542019
Human Factors: Training / Qualification

**Events**

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

**Assessments**

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

**Narrative: 1**

Early in the boarding process passenger approached a working FA holding what would later be determined to be a Lithium-Ion Battery for Mobility Aid, a scooter. It was approximately the size of a shoe box. The passenger verbally asked for some sort of cover to go over the end of the battery and gestured as to where it would go. The FA made a note of his seat assignment and alerted the pilots of the battery presence and the need for guidance, possibly from station staff. A frantic search started in both electronic manuals for any
printed guidance, as all involved knew this subject is important and should not be "poo-pooed." About half way through the boarding process a manager did appear, however after he listened to us, he identified that he is the wrong manager as he is not at all involved in such things. He communicated such information to the pilots and another manager was called for guidance while we all attempted searching various key words in our electronic books.

At the end of boarding, a gate agent appeared, and seemed surprised at the situation as he knew nothing about its presence. He verbally indicated that the battery cannot have exposed ends. The inflight manual is not clear as to what the FA actions are. Do we take a delay? It was jointly reviewed that the agent would stow the battery in an overhead bin or under the customer's seat. The agent wanted none of that. At this point, because we knew that batteries can be very important, and not feeling confident with verbal guidance from the agent or the text (because the agent seemed to be doing nothing of what was printed in the book) it was a joint pilot/FA decision to delay and ask for a manager, again, to be paged to the aircraft to provide guidance.

Because we knew that a manager was on the way, the FAs returned to normal cabin duties and awaited the appearance of a manager. No further reading in the electronic manuals took place, because a manager was going to come to the aircraft with definitive information. Instead, a few minutes later, the same gate agent appeared and simply told us to simply wrap up the battery in plastic bags and stow. With the concurrence of the pilot, we FAs complied. Little did we know that it is the agent's job to remove the battery from the device and prepares the battery for stowage by placing baggage or packing tape over the battery electrical contacts. -- In this [incident] the agent did not touch the battery at any time.

**Synopsis**

Air carrier Flight Attendant reported proper procedures were not followed when a passenger boarded with a large Lithium-Ion battery.
ACN: 1540702

Time / Day
Date: 201805

Place
Locale Reference: ZZZ.Airport
State Reference: US

Environment
Light: Daylight

Aircraft
Reference: X
Make Model Name: B737-700
Mission: Passenger
Flight Phase: Other
Cabin Lighting: High

Component
Aircraft Component: Escape Slide
Aircraft Reference: X
Problem: Failed
Problem: Malfunctioning

Person
Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
Function: Flight Attendant: Other / Unknown
ASRS Report Number: Accession Number: 1540702

Events
Anomaly: Aircraft Equipment Problem: Critical
Detector: Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result: General: None Reported / Taken

Assessments
Contributing Factors / Situations: Aircraft
Primary Problem: Aircraft

Narrative: 1
Error of front entry door slide. It did not inflate.

Synopsis
B737 Flight Attendant reported that the front entry door slide did not inflate.
**ACN: 1539702** (11 of 50)

**Time / Day**
- Date: 201804
- 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: Regional Jet 200 ER/LR (CRJ200)
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Ferry
- Flight Phase: Initial Climb
- Flight Phase: Takeoff
- Route In Use: Direct
- Airspace: Class B: ZZZ
- Cabin Lighting: Medium

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: Cabin Jumpseat
- Reporter Organization: Air Carrier
- Function: Flight Attendant: Off Duty
- Qualification: Flight Attendant: Current
- ASRS Report Number: Accession Number: 1539702
- Human Factors: Physiological - Other
- Human Factors: Communication Breakdown
- Communication Breakdown: Party 1: Flight Attendant
- Communication Breakdown: Party 2: Flight Crew

**Events**
- Anomaly: Aircraft Equipment Problem: Critical
- Anomaly: Flight Deck / Cabin / Aircraft Event: Illness
- Anomaly: Deviation - Procedural: Published Material / Policy
- Detector: Person: Observer
- When Detected: In-flight
- Result: Flight Crew: Landed in Emergency Condition

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

Narrative: 1

I was the only passenger on board, an off duty Flight Attendant commuting home. There was no communication from the Captain or flight deck while the door was open during flight and I kept wondering why we weren't climbing. No signals, no voice commands, no lights. Upon boarding the Captain advised me to sit back and relax, I was a passenger and not to check emergency equipment since I was off duty. Overhead bins were open, galleys were unsecured etc. I never flew on ferry flight as passenger before. Since the flight deck door was open during take-off, in seat 1A, I attempted to rest as the Captain advised since I was through with my trips for the month. I noticed they were in their seats and I advised them that the galley wasn't locked down as I observed from seat 1A. I told them this was my first ferry flight as passenger. I asked if they wanted me to lock the carts down. They responded yes. I then proceeded to take my seat and fasten my seat belt in 1A.

Shortly thereafter, during critical phase, the masks dropped. I looked up into the flight deck and noticed everything was normal. I looked back at the mid-ceiling lights and noticed no lights were on. I then proceeded to think they were just testing equipment since no verbal commands from the Captain were given. I then started to look back out the window and it seemed as if we were gliding or floating. I looked around the bulkhead and noticed the First Officer while I was in my seat taking oxygen. I thought this was normal, as previous airlines pilots frequently took oxygen in the flight deck in course of flying as routine. I did not want to get out of my seat or bother the flight deck since we were in critical phase and I received no announcements from them or lights in the cabin indicating we were in an emergency. I still did not know what was going on and was concerned. I still saw houses through the clouds looking out the window when we should have been already above the clouds. I continued to be curious and looked into the flight deck again. I am now hearing several chatter from Air Traffic Control and I can barely make out what they were saying to the pilots. It sounded like they were telling them to go to another airport. Then when I overheard ATC stating to land to the pilots in the cockpit, I realized we were in an emergency.

Now, the flight deck small square light I can see from seat 1A by leaning over is flashing and I remember from training that the amber light is emergency. Still, there was no communication from the cockpit that we were in an emergency situation. No lights still as I kept checking as I was trained in the mid-cabin ceiling and no announcements from the cockpit and no chimes still. Never once during the flight was I notified by flight deck crew that we were in an emergency or had a problem. I was still in my seatbelt in seat 1A. I kept looking out the window noticing that the wings were not balanced and the plane felt like it was on manual or gliding. We felt like we were turning around to go back. As we approached the runway, I kept remembering ATC in a sound of a panic to the flight deck that they are getting clearance to land and moving other planes out of the way for us to land. I saw the water which looked very close and reviewed in my mind, my training and the use of the seat cushion if we hit water.

Still no communication from the flight deck even though the door was open. No chimes, no lights, no verbal commands. As we landed on the runway, I saw the First Officer take off his oxygen mask and I felt that the landing must have been ok but I was still not sure as I saw yellow fire trucks and sirens on the runway as they looked like they were approaching our plane. As soon as the plane stopped, I unbuckled my seat belt and started to approach the flight deck to ask "what happened?" Before I could say anything they shouted "don't
open that main cabin door”. I announced I had no plans to do so. I saw several lights on
the panel of the Flight Deck as I approached their entrance door. The Captain then told me
to open the door but he was holding onto my arms as I grabbed the assist handle so I
would not get pulled out. I felt I should not have been the one to open the door as I was
traveling as a passenger but wanted to follow the command. The First Officer was standing
behind him halfway in the flight deck. Upset and feeling nauseated and still not even
knowing if our plane was on fire at landing since the trucks were there, I went down the
stairs and fled to the bus that was taking me to the terminal so I could go try to catch a
flight home. The pilots apologized to me when we landed. I was totally confused and I had
a nightmare on my standby flight back home.

My observation of ATC communicating to flight deck our flight number was the indicator
that we were in an emergency. The cause of anxiety and unknowns could have been
prevented by the Captain or First Officer making announcements or chimes or lights
indicating to me as a passenger or person on board what was happening. Causes inflight
are to be determined by Maintenance and better explained by Captain and First Officer. My
reaction during the flight was anxious but calm due to the fact I had no confirmation on
what was happening. Nor did I know when we landed, if our plane was on fire as the
emergency trucks were there but the Captain and First Officer did not state that it was
when we landed. Much trust was put in them before, during, and after the flight. However,
it would have only taken a brief moment for them to advise me of the emergency during
the flight. The Captain made a comment on landing why my ears did not pop because he
was able to bring the plane back down to below 10,000 feet. I believe at some point one
of them could have communicated to me what was happening.

Rules, regulations, policies and procedures by flight deck that regardless if crew is
traveling as passenger, some communication needs to be given in the cabin to indicate
emergency or explanation of what is happening. In addition, if crew is traveling as a solo
passenger as in this case, then a briefing or instruction should be given on what way they
will communicate any emergencies. The Captain also advised me not to check emergency
equipment upon boarding as he stated to sit back and relax that I was a passenger. With
no communication during the flight, did he check the emergency equipment before take-
off? The overhead bins were open and galley wasn't secure at take-off. My suggestions
would be to follow normal emergency communication protocol regardless if ferry flight and
whether one passenger or 15 are on board. Crew or passenger communication is
imperative to save lives. Although my Base Manager advised me that it is not required to
fill out an ASAP or a FIR since I was not on duty, I still feel that had I been sleeping and
something had seriously happened I would not be here because the flight deck would not
have attempted communication to me in order for me to prepare. An announcement or
chimes should have been given. I believe that a crew member life is just as important to
communicate, even when traveling as a passenger. Because I was the only one on the
plane makes it even more important to have been able to receive that communication
from the flight deck.

It should be policy or procedure regardless if they are not required to do so on an aviation
level according to the guidelines of FAA. I was advised of this when trying to find out if I
am supposed to report it. To me, it only makes sense to do so in order to save lives and
have the highest concern and awareness of safety. I have decided to report this as it may
save a life one day if it is taken seriously. It should also be addressed in training for new
Flight Attendants not to expect communication from the flight deck in an emergency if
they are taking a ferry [flight] as a passenger. My Base Manager stated I could fill out a
report if I wanted to, I contemplated and think that it is best the company is advised on
the details so maybe procedures can be changed to save someone one day.
Synopsis

A Flight Attendant reported not being given information or notice when deadheading as the only passenger on a ferry flight which had to return to the departure airport.
Time / Day
Date: 201804
Local Time Of Day: 0601-1200

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

Environment
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.Ground: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: B767-300 and 300 ER
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

Component
Aircraft Component: Cockpit Door
Aircraft Reference: X
Problem: Improperly Operated
Problem: Malfunctioning

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: 1539210
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Flight Crew

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

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

This is a concern that really bothered me yesterday. Prior to boarding, FA (Flight Attendant) #1 made an announcement letting us know that the keypad for flight deck entry was inoperative, and that the flight deck door would be closed with deadbolts during all phases of flight. This is what made me uncomfortable because all kinds of emergency situations went through my mind. One of the situations I thought of was, how would we be able to access the flight deck if both pilots were incapacitated? (maybe due to hypoxia as a result of a decompression). Another instance I thought of was in case we had to evacuate the aircraft, during which both pilots were incapacitated, how would we be able to access the flight deck to retrieve the pilots and evacuate the aircraft WITH them?

These are just two examples of instances that could occur. Especially the one about a decompression given that it has already happened in the past. I brought my concerns to the attention of FA #1, who told the pilots. The captain simply said that the aircraft was completely airworthy, and the decision to fly with a dead bolted flight deck door was solely his. That is fine, and policies in writing support his decision, however I don't believe those policies fully take into consideration the dangers of a completely locked flight deck door with no flight attendant access.

I hope this report brings light to this issue, and it helps make a difference somehow. My suggestion is to add an "inoperative flight deck door keypad" to the no-go items list.

Synopsis

B767 Flight Attendant reported safety concerns after the cockpit door was closed and locked using deadbolts.
I noticed that lead Flight Attendant...was standing near a passenger...who appeared to be semi-conscious with eyes open and a blank stare. He was also incapable of communicating effectively. I immediately paged for a doctor/nurse/paramedic. Passenger doctor immediately came to our assistance and began to assess passenger at which time I notified the flight deck of a possible medical emergency. During this time lead Flight Attendant verified that the doctor had the proper licensing.

Once off the interphone, I retrieved the stethoscope and blood pressure cuff from the EMK and delivered both items to [the] Doctor. I then made a second call to the flight deck to inform Captain that medical assistance was being provided by a doctor.

During this time we notified the doctor that we had an EEMK on board. He requested to see an itemized list of equipment within the kit. I was able to pull the information from the manuals app on LINK. After looking over the list, doctor requested that I retrieve the kit. As a precautionary measure I also brought the AED to the front of the plane. From the kit,
doctor administered a cap of [medicine] and two aspirin.

Approximately 30-35 minutes after initial onset of symptoms, doctor determined that passenger was stabilizing.

At 2 hours and 30 minutes prior to landing I was standing in the forward galley when I heard a passenger shout, "Help, help." As I entered the aisle I saw that passenger was once again in a state of distress. I immediately notified doctor that passenger was in need of help.

I notified the flight deck and called for lead Flight Attendant to come to the forward part of the cabin. It was determined that the three of us would need to lift and place passenger on the floor as he was completely unconscious at this point. We laid him on the floor between row 1 and the forward galley. It was determined that the AED would need to be used. While the doctor was removing passengers shirt, I began preparing the AED for use. I handed the shears to the doctor, turned the AED on, connected the adult pads to device and handed them for placement. Machine determined that a shock would need to be given at which point the doctor deployed the button. Once the shock was administered, passenger began to vomit and it was determined that we would need to put him in a recovery position.

We paged for more medical assistance and secured the help of two nurses. During this entire time I was kneeling on the floor by door 1L, retrieving pocket masks and gloves for the medical professionals. At this time, the doctor began requesting different items from the EEMK. I was not able to identify any of the items requested. Doctor was also having difficulty finding the appropriate items which resulted in the entire contents of the kit becoming strewn all over the floor, jumpseat and drop down tray table at door 1L, in addition to the other medical equipment being used.

Captain came over the PA to notify us that we would be diverting and landing in 15 minutes.

Due to spatial limitations of the 737-900, location of passenger on the floor, amount of medical professionals assisting, and the medical equipment being used it was impossible for me to physically sit in the jumpseat for landing which is a direct violation of FARs. Instead, I positioned myself on my knees on the floor directly forward of the flight deck door and centered between doors 1L/R.

**Synopsis**

B737-900 Flight Attendant reported that the flight diverted due to passenger illness.
**Time / Day**

Date: 201804

**Place**

Locale Reference.Airport: RIC.Airport
State Reference: VA
Altitude.AGL.Single Value: 0

**Aircraft**

Reference: X
ATC / Advisory.Ground: RIC
Aircraft Operator: Air Carrier
Make Model Name: EMB ERJ 145 ER/LR
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

**Person**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Deplaning
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1534712
Human Factors: Other / Unknown

**Events**

Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Detector.Person: Passenger
Were Passengers Involved In Event: Y
When Detected: Aircraft In Service At Gate
Result.General: Physical Injury / Incapacitation

**Assessments**

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

**Narrative: 1**

Delayed flight to RIC. Had two swap aircrafts due to our aircraft needing maintenance for a warning light issue. Captain noted that this plane had no cabin pressurization, but stated that we would be flying below 10,000 ft. Flight was 20 minutes long. Due to the turbulence the Captain recommended I stay in my seat the entire time. I did. No light went on. No cries or noises of pain. Landed. The passenger, a Pilot for another airline, had forgotten her bag. I called for her to get it. She comes back saying that she was spacey due to her
eardrum blowing out and proceeded to show me the bloody earplugs she had in when it had happened. I inquired if she needed medical attention. She mentioned that she just wanted to get home. I immediately informed my captain who talked to her about it and informed her that the cabin pressurization was off. She immediately asked him why she wasn’t given the heads up and the conversation proceeded in tears. I asked again if she needed any medical assistance. She declined profusely and I advised her to please go to the doctor as soon as possible.

**Synopsis**

EMB-145 Flight Attendant reported that after arrival a passenger informed her that their eardrum had blown out.
I was getting the beverage cart ready for our second beverage service when I picked up my Electronic Flight Bag (EFB) from the counter and immediately felt how hot it was. I couldn't understand why. I was concerned that it got as hot as it did as fast as it did. I couldn't touch it. I noticed that it was nonoperational and non-responsive. It was just sitting on the counter in its sled and it got extremely hot. I was worried that since it was an electronic device that got really hot that it might catch fire and even go into runaway.

I called Captain and he instructed me to bring it to the cockpit where he would place it in the cockpit's thermal containment bag. I got the EFB back after the flight blocked in, upon our arrival. I then contacted the IT team. I was issued a loaner authorization and a new EFB was ordered; however I was informed that there are no new EFBs available and that it could be some time before I get a new one. I won't mince words, this scared me!
A Flight Attendant reported that the Electronic Flight Bag (EFB) got extremely hot while it was being charged in the galley.
ACN: 1534084

Time / Day
Date: 201804
Local Time Of Day: 1201-1800

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

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Regional Jet 900 (CRJ900)
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

Component
Aircraft Component: Exterior Pax/Crew Door
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1534084
Human Factors: Situational Awareness

Events
Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown
Detector.Person: Flight Attendant
When Detected: Aircraft In Service At Gate
Result.General: Maintenance Action

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

Narrative: 1
Once we boarded Aircraft X we were informed that the Main Cabin Door (MCD) was inoperative. Did my preflight checks, the Captain then gave us our brief. During the briefing he asked the aft flight attendant who came in on the aircraft how did they go about opening and closing the door. She informed him that opening the door, the ground crew had to catch the door and closing the ground crew pushed it up and once they got the door to a certain point her and the previous flight attendant who I replaced had to pull and close the door. Once I got the ok to close the main cabin door the ground crew pushed it up and I locked it. Once we got to [our destination] and the Captain made the doors for arrival announcement, I held on to the handle attached to the galley wall with my left hand and opened the door with my right assuming the ground crew was there to catch the door as I was previously told would happen. Once the door opened it hit the ground and you felt the aircraft move. The ground crew guy looked at me like what happened. I then stated the button for the MCD didn't work. He proceeded to say in a frustrated tone that there was not any sign saying that it didn't work on the outside of the aircraft. He proceeded to walk to the side of the aircraft and then returned stating that there was a sign on the aircraft. The captain came out the door and I told him that ground crew didn't catch the door and it fell really hard. He said he knows he felt it. He then said something about the motor in the door so he didn't think that the door would of fallen that hard. He just thought it didn't work to close it. The ground crew then checked the door to see if anything had broken. He gave me a thumbs up that it was ok. They proceeded to bring the jet bridge so the passengers can deplane. Nothing else was said to me about it.

**Synopsis**

CRJ Flight Attendant reported that the Main Cabin Entry door was inoperative. When the door was opened, it fell to the ground.
Prior to take-off, activated Number 2 oven at 257F/18minutes. Oven switched off normally once cycle was complete. However, upon opening the door to remove containers of nuts, noticed a brilliant red glow on right side of oven cavity, directly behind metal baffle plate. I
also noted a burning hot metal odor. The oven was switched to OFF but noted the red glow
was not decreasing. Instead, it appeared to be getting brighter with the heat increasing.
FA #3 was near the cabin divider, so I called for his assistance in the event firefighting
procedures were required. Once he arrived, I partially opened the door so he could also
evaluate and offer suggestions. We both agreed it was abnormal for the oven's heating
element to continue to operate even with the power switch set to OFF, the door was
reclosed. He also confirmed the burning hot metal odor. I contacted the flight deck and
advised the captain of the malfunction. Further, I requested permission to pull the Number
2 oven circuit breaker. The captain concurred with my request. Initially, the breaker was
difficult to open (pull), it appeared stuck in the ON position. I tugged harder and it
eventually popped out. Within a few seconds I could hear the oven cooling down, metal
crackling sound. I again partially opened the door, with the captain still on the interphone,
and confirmed the heating element was cooling/switched off. Oven was placarded with
INOP label and entered into logbook for repair. At no time during this event did the
internal fan cycle back on, nor did the red "oven overheat" indicator illuminate on the
control panel.

I find it extremely concerning the oven's power switch failed to shut down the heating
coils, forcing me to pull the circuit breaker to correct the malfunction. This action is not a
current written procedure for oven overheat/malfunctions, only for confirmed oven fires.
It's presumed had this matter been left uncorrected, the situation could have far more
serious consequences. Hence, maybe the current procedure for oven overheating needs to
be revised to include use of the circuit breaker to fully shut down the oven. Additionally,
there have been previous incidents regarding this same matter involving the same
aircraft/oven type.

Synopsis

B737 Flight Attendant reported that the Number 2 oven heating element continued to
operate after the power switch was set to OFF.
ACN: 1534078

**Time / Day**
Date: 201804

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

**Aircraft**
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: B737 Undifferentiated or Other Model
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Parked

**Component**
Aircraft Component: Escape Slide
Aircraft Reference: X
Problem: Design

**Person**
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Door Area
Reporter Organization: Air Carrier
Qualification. Flight Attendant: Current
ASRS Report Number. Accession Number: 1534078
Human Factors: Other / Unknown

**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
When Detected: Aircraft In Service At Gate
Result. General: Maintenance Action

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

**Narrative: 1**
I continue to encounter 737 aircraft doors that are hard to arm due to the girt J hooks being too tight and not keeping the girt bar secure. In one case the girt bar fell out of the
bracket after the [cabin service] agent shut [the] door. It is important to note that when we do the door review at door 1L we [are] unable to visually view that girt bar due to position of it as the boarding door until it is closed.

So I had no indication, as outgoing crew, that there was an issue until the door shut and girt bar fell out. I was lucky that this did not result in a slide deployment. It could of easily occurred. The right side of the girt bar was still secured in the J hook but the left side had fallen down to the aircraft floor.

I properly armed my door and advised the Captain that Maintenance would need to look at door when we landed. Maintenance was able to adjust the J hook to allow the bar to be properly secured when stowed in slide pan. I continue to encounter J hooks that are not holding girt bar properly as a result of it being too tight, which may be a contributing factor to slide deployments on 737 fleet.

Synopsis
B737 Flight Attendant reported that the "J" hooks for the girt bar were too tight and caused the girt bar not to stow properly.
ACN: 1533791 (19 of 50)

Time / Day
Date: 201804

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: EMB ERJ 170/175 ER/LR
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Taxi
Cabin Lighting: Medium
Crew Size Flight Attendant.Number Of Crew: 2

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 14
Experience.Flight Attendant.Airline Total: 14
ASRS Report Number.Accession Number: 1533791
Human Factors: Communication Breakdown
Human Factors: Situational Awareness
Human Factors: Confusion
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Flight Crew

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

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

**Narrative: 1**

We landed and are "stopped/parked" and I hear the flight deck door unlock. Initial thought - crap, we are parked at remote parking and have the ramp to deplane and buses to take us to the terminal. Then I hear flight deck door open and Captain comes out. I looked up to realize seat belt sign is still on. I turn to him and say, "What's wrong and happening??" The Captain replies, "Alley is full and I need to go. Everything is fine." And shuts the flight deck door and goes into lavatory. We are on the ground, stopped, and I'm not sure how long the wait will be but assume since he's come out, unexpected, we must be sitting out here for a while. We touched down approximately 2 minutes prior to this happening.

About one minute later the Captain exits the lavatory and I'm thinking he is going to need to call the First Officer to unlock the door. The Captain shuts the lavatory door and before I could ask or say anything, he pulled the handle and opened the flight deck door and entered, closed and relocked the door. Perhaps 3-5 seconds later we proceed to the gate and parked. Seat belt sign was then turned off and I hear the door unlock as we are now parked at the gate. The jetway finally moved toward the aircraft and this is when I made my door arrival announcement and disarmed my doors. Later I checked, and we may have waited a few minutes before the agent arrived for the flight.

I am filing this report as I contacted our Union for guidance, and was advised by the Chairperson this is not normal procedure according to the Flight Attendant Manual. The Pilot Manual may be different, but what I have for reference and policy is not what occurred. This report is filed for clarification of policy and review of manuals and procedures. I asked the other Flight Attendant and we were not sure if perhaps we both missed a policy change or a new procedure. My fellow Flight Attendant thought that maybe because we were on the ground it would be different, but my concern was that I felt security procedures may not have been followed. I said I would ask for clarifications from the Union and input as well.

As the B Flight Attendant, she was not able to view the events nor have any knowledge of what happened and as it happened so quickly there wasn't even time to call the B Flight Attendant and let her know what was happening at the time. Furthermore, I felt that by turning from my jumpseat even briefly would distract me from vigilantly observing the cabin and being prepared to shout commands for "help" or "stop" if warranted. Fortunately, this was not needed.

In my opinion, at the very least, I feel poor CRM skills were exhibited and a lack of communication on the part of the Captain could have resulted in very different outcomes. Again, fortunately they didn't happen because we were on the ground. But maybe a call to say "Hey, I've got to come out for the lavatory but nobody needs to go in" might have been helpful, if this is the policy in the Pilot Manual, as I am not familiar with their policies. This event caused an issue where the proper procedures were not followed based on two policies being different between the Pilot and Flight Attendant manuals.

My report is filed based on my own actions and I have not discussed these with anyone else other than my fellow Flight Attendant and the Union representative. However, for full disclosure, obviously the First Officer had knowledge of these events and if it is their policy, we need our manuals corrected or updated. As well, there was a non-revenue Flight Attendant on board who was seated in [a] row easily viewable, but not certain if she was
watching or not. Discussion during flight revealed she was rather new, so she may have questioned this event as well.

Review of Pilot and Flight Attendant manuals to confirm policy is either different and to update policy. If the manuals are the same, remind pilot that even when on the ground, proper clear zone procedures must be followed. Good CRM between crew would also alleviate stress and tension while this happened.

Synopsis

Flight Attendant reported that Embraer ERJ Captain left the cockpit momentarily while on the taxiway, leaving the cockpit door unsecured.
ACN: 1531457

**Time / Day**
- Date: 201803
- Local Time Of Day: 0601-1200

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

**Aircraft**
- Reference: X
- ATC / Advisory.Tower: ZZZ
- Aircraft Operator: Air Carrier
- Make Model Name: B777-300
- Crew Size.Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Takeoff
- Airspace.Class B: ZZZ

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: General Seating Area
- Reporter Organization: Air Carrier
- ASRS Report Number.Accession Number: 1531457
- Human Factors: Confusion
- Human Factors: Time Pressure
- Human Factors: Situational Awareness

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

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

**Narrative: 1**
I was doing safety compliance checks and picking up any left service items when I felt the aircraft rolling very fast forward, obviously taking off. I tried to steady myself and move
towards my jumpseat at 3L. I had trouble getting there, trying to hang on to whatever I
could. One passenger in coach was trying to put something in the overhead bin near his
seat and I raised my voice and said, "get down". This resulted in his backpack being on
the floor by 3L, in front of his seat. I think I heard the gear lift up as I was getting into my
jumpseat, later securing my shoulder straps and belt. I checked on Flight Attendant #6 at
3R and she was in her jumpseat with another Flight Attendant, both hanging on to the
shoulder straps. Passengers in the area were questioning us as to what happened. I told
them that I wasn't sure what happened and that it wasn't normal.

Flight Attendants really need to hear the chime and P.A. to prepare for takeoff to know
when to be in our jumpseats.

**Synopsis**

B777 Flight Attendant reported that the aircraft was rolling for takeoff prior to the flight
attendants being secured in their seats.
Flight Attendant X was very pleasant on the first day of our trip. FA (Flight Attendant) X was not in compliance the first day of work. [She] was eating out of first class basket before anyone was served, not briefing the exit row before main cabin door was closed and texting once she finished her service. The second day, FA X was working first class.
When we arrived in ZZZ with almost a four hours and a half sit, I arrived in the crew lounge and was watching TV. FA X came in shortly after me [while] I was watching TV and texting. I look up and FA X pulls the plug from the TV and I said to FA X why are you behaving like this?

FA X said you are not watching TV and I said I was and did not appreciate her behavior and she said she would do again if I turn the TV back on and she did for a second time. This time ripped it out of the wall and I said to FA X you are being disrespectful and to not do that again. She left the room, came back at the same time another crew member came in the room. She had her phone so loud. FA Y said would you please turn your phone down. She said that the volume was on the lowest setting for her phone. FA Y offered FA X headphones. She said they would not work on her phone. The show FA X was watching was using profanity every other word and it was very loud. Any crew member who walked in immediately walked out and sat outside the crew room. FA Y and myself left the room. We both felt very uncomfortable with FA X's behavior. The crew room is supposed to be a place to rest and relax. I did not feel comfortable with FA X's behavior [and] called my manager and explained what had happened and to see if once we arrived [at our destination,] if another FA could take her place. The manager said I know you have high expectations and informed me this was a CRM [issue] and we needed to work things out. Requested at some point to send an email in regards to what happened. When we arrived in ZZZ1, it was late and I was very tired and had an early report the next day. Did not have time to do a report in regards to the CRM. Following our ZZZ sit, I arrived to the aircraft for our next trip to ZZZ1, FA X said we needed to make it through these next 2 days. She was not sure what came over her in the crew room. I agreed with FA X let's work together. We performed our safety demo and part of the demo was to wear the life vest and performed how to wear the vest. FA X would only hold the vest during our demo.

After our demo, I mentioned she needs to wear it versus holding it. On the third day of our first leg, FA X was leaving bins half open and the closet door open. This happened more than 8 times and had requested to please make sure they are closed and locked. She would just look at me and walked away. The service cart was left unattended at the exit row. FA X left her service cart and walk to the front galley and called the flight deck. I saw the cart sitting in the aisle at row 12. We did have turbulence on and off during the flight. I walk back to the cart and checked with passengers for service. She was requesting [that] a passenger wanted to purchase Pringles. Prior to FA X making the call to the flight deck, FA X had touched the FA call button twice in a row and I held my index finger to say give me a minute with okay I will be there. I was in the middle of my service with first class.

I was not comfortable and felt the safety on the aircraft for the passengers and myself was not safe and FA X would not comply with the safety of the aircraft. I had requested for a manager to meet the aircraft once we arrived at our destination due to the situation through ACARS.

I was not sure what the reason was for her calling the flight deck. I spoke to the flight deck in regards to problems of safety in flight. FA X called the flight deck and said I was ignoring her and not helping her on requested items. I explained as before, I was serving first class and [I] would be there shortly. I said to the CA (Captain) [that] there was a communication problem and FA X was leaving bins opened and unlocked service cart left in the aisle at row 12. FA X walked up to [the] galley to call the flight deck and left the cart in the aisle. I requested the flight deck to please notify ACARS there was an issue with safety on board and FA X was not keeping the bins closed and locked, left her cart at the exit row and not talking to me. After FA X's service in the main cabin, she began texting on her phone for the remainder of the flight and would not respond to me.
On arrival, two regional managers came to the aircraft to talk and discuss the issues. I had explained to FA X, once all passengers had left the aircraft, a manager would be coming to talk with us in regards to our flight. Before I could address the reason for the call, FA X started the conversation in regards to the incident in ZZZ crew room and made false accusations in regards to what happened to the point of making up things that did not occur. The main reason for the meeting was to discuss the safety issues. I explained the issues of FA X not listening to my request to please lock and close all bins and several occasions to please close the closet door after she opened it to remove an item. The manager asked if we both could work this flight together if not, and you choose not to, you will have a missed trip and a meeting with a manager. FA X said she was okay and I said I had a problem flying with FA X from inflight safety as well making false accusations that did not occur.

**Synopsis**

Air carrier Flight Attendant reported that the work environment was very stressful due to the cabin crew pairing.
ACN: 1530899 (22 of 50)

**Time / Day**
- Date: 201803
- Local Time Of Day: 0601-1200

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

**Environment**
- Light: Daylight
- Ceiling: CLR

**Aircraft**
- Reference: X
- Aircraft Operator: Air Carrier
- Make Model Name: A320
- Crew Size: Number Of Crew: 2
- Operating Under FAR Part: Part 121
- Flight Plan: IFR
- Mission: Passenger
- Flight Phase: Taxi
- Cabin Lighting: High
- Number Of Seats: Number: 165
- Passengers On Board: Number: 165
- Crew Size Flight Attendant: Number Of Crew: 4

**Person**
- Reference: 1
- Location Of Person: Aircraft: X
- Location In Aircraft: General Seating Area
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Experience: Flight Attendant: Total: 26
- Experience: Flight Attendant: Airline Total: 26
- Experience: Flight Attendant: Number Of Acft Qualified On: 5
- Experience: Flight Attendant: Type: 10
- ASRS Report Number: Accession Number: 1530899

**Events**
- Anomaly: Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
- Detector: Person: Flight Crew
- Detector: Person: Maintenance
- Detector: Person: Flight Attendant
- Were Passengers Involved In Event: N
- When Detected: Taxi
- Result: General: Maintenance Action
- Result: General: Flight Cancelled / Delayed
Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

During taxi, aft flight attendants notified me that they smelled something not right in the cabin. I walked the length of the aircraft and back forward, did not notice a smell. I advised I would begin the safety demo and call the pilot. Upon advising Captain of the other flight attendants concerns, he decided to continue taxi out and start the second engine to see if that would clear the air. By this time I was coughing and feeling a scratching in my throat, as was the other Flight Attendant in the forward cabin with me. The Captain made several attempts at shutting down systems, to no avail. During this time all flight attendants were experiencing continued coughing, scratching throats, I felt light headed, the #3 Flight Attendant felt nauseous, many passengers could be heard coughing and clearing their throats. The decision was finally made to return to the gate (Captain suggested taking off may "clear the air", I declined to become a statistic and requested a return to the gate). Upon eventually being met by an agent, several (5-7) mechanics came on board the aircraft. Two of them immediately stepped off and remarked about the odor. Within one minute the decision had been made to take the aircraft out of service and passengers were deplaned. All four flight attendants were taken to the medical facility in the airport, had vitals checked, and were kept there for approximately 2-3 hours. After a very cursory exam by the physician, I requested further treatment and a Rx was written to go to the ER. 2 of 4 flight attendants continued on to the hospital where a blood draw and EKG were done. The blood gasses came back as in normal ranges as well as the EKGs. An additional blood draw was done the following Monday by the doctor clearing me to return to work, results are pending.

Synopsis

Air carrier Flight Attendant reported fumes in the cabin during taxi out for takeoff. Aircraft returned to the gate for maintenance checks and was taken out of service.
During a medical emergency, I went to use my [electronic] manual Section on bleeding. When I tried to log in my screen stated that my passcode had expired and I needed to change it now in order for me to log. I didn't think anything of it due to the fact that this...
has happened to me before on two other times during other flights. Those other times I was able to change my passcode and continue what I was doing. However, this did not work out that way. When it prompted me to change my passcode I did then it stated to re-enter again, which I did then it said on the screen phone locked retry in 1 minute. When the one minute was up I tried again, it said phone locked retry in 5 minutes. When the time was up I tried again, it said try again in 15 minutes. After the 15 minutes was up I tried again then the [tablet] started erasing all of my apps icons and the screen went black and shut off.

I was stunned and upset especially since I was in midair with a medical emergency and diverting. And no working [tablet]. I was more upset because I did ask the [tablet] support team once before why does the [tablet] update in midflight and I can't get access to use any apps. The answer I got was I don't know. It has happened to others as well. This was what I trying to avoid when I brought it to the company attention. Upon landing I was able to talk with the [tablet] support team and the [tablet] was back up and all the apps worked. So for approximately 1 one hour I was out of a working [tablet].

**Synopsis**

Flight Attendant reported being unable to log into the electronic manual during a medical emergency.
Time / Day
Date: 201802
Local Time Of Day: 1801-2400

Environment
Light: Night

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: B757 Undifferentiated or Other Model
Crew Size. Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Cruise
Cabin Lighting: Low
Number Of Seats. Number: 148
Passengers On Board. Number: 139
Crew Size Flight Attendant. Number Of Crew: 5

Component
Aircraft Component: Fire Extinguishing
Aircraft Reference: X
Problem: Failed

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Function. Flight Attendant: Flight Attendant In Charge
Qualification. Flight Attendant: Current
Experience. Flight Attendant. Total: 28
Experience. Flight Attendant. Airline Total: 28
Experience. Flight Attendant. Type: 65
ASRS Report Number. Accession Number: 1524186
Human Factors: Confusion

Events
Anomaly. Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Detector. Person: Flight Attendant
Were Passengers Involved In Event: N
When Detected: In-flight
Result. Flight Crew: Diverted

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

**Narrative: 1**

Fire alarm went off due to smoke at 4L we all smelled electrical, like a hairdryer burning up x10. Used a halon but water came out of it. Got another halon extinguisher used in lav ceiling it also was putting out WATER NOT halon. Prepped cabin for [diversion]. Fire dept entered via 4L, deplaned passengers out 4L into buses. How many other halon extinguishers are there out there that DO NOT WORK!!?? Fire dept said when halon’s get old, the halon turns to a watery substance and should never be used in an electrical situation.

**Synopsis**

B757 Flight Attendant reported difficulty in fighting an in-flight electrical fire with an expired fire extinguisher.
This report is another example of the carts on the 777 aircraft being unsafe. The foot brake is locked, however, it is NOT engaging and the cart is rolling. This cart is a (mini) liquor cart. I have previously submitted reports with the same unsafe situation happening with tray carts and trash carts.
Flight Attendant reported an issue with the service carts whereby the braking mechanism does not work.
ACN: 1523450 (26 of 50)

**Time / Day**
Date: 201803

**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: 1**
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1523450

**Person: 2**
Reference: 2
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1523464

**Events**
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
When Detected: Pre-flight
When Detected: In-flight
Result.General: Physical Injury / Incapacitation

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

**Narrative: 1**

During boarding, the entire crew smelled an exhaust-like smell, like burning oil. It was thick and irritating to my eyes and throat. I notified Captain, and stopped boarding. He thought it was possibly de-icing fluid burning off the packs. After takeoff, the smell returned full force. It was so bad, I called him even though we were not out of 10,000 feet. He was able to play with the packs, and the smell dissipated. During descent, the smell came back full force again. I had irritation to my throat and my eyes were burning. The smell was acrid and thick, and you could taste it in your mouth, and feel it in your eyes.

Went to company doctor. Was losing my voice and was very fatigued. Watery eyes and a chemical-like burn/sore on my lip. Heavy throat irritation.

**Narrative: 2**

Two of the FA's went to the company Doctor. I had a headache and a metallic taste. The next morning I felt OK. I had an ulcer inside my cheek and some slight metal taste but the headache was gone.

**Synopsis**

Two A321 Flight Attendants reported suffering physical effects from noxious fumes in the cabin.
Today we were booked to 36 passengers. When we started boarding the captain told me "we have a little weight and balance issue so if you see a passenger come on board with more than one personal item its ok, let them thru. We had crew members, Dead headers
and non-revs. Some came with more than one bag and maybe 3 more passengers with laptop bags and a purse or back pack.

**Synopsis**

SF340B flight attendant reported Captain allowing what may have appeared to be an overload to weight and balance.
ACN: 1521070 (28 of 50)

**Time / Day**
- Date: 201802
- Local Time Of Day: 0601-1200

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

**Environment**
- Light: Daylight
- Ceiling: CLR

**Aircraft**
- Reference: X
- ATC / Advisory.Ground: 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: Taxi
- Cabin Lighting: High
- Number Of Seats.Number: 187
- Crew Size Flight Attendant.Number Of Crew: 6

**Person**
- Reference: 1
- Location Of Person.Aircraft: X
- Location In Aircraft: Cabin Jumpseat
- Cabin Activity: Safety Related Duties
- Reporter Organization: Air Carrier
- Qualification.Flight Attendant: Current
- Experience.Flight Attendant.Total: 28
- Experience.Flight Attendant.Number Of Acft Qualified On: 5
- Experience.Flight Attendant.Type: 20
- ASRS Report Number.Accession Number: 1521070
- Human Factors: Physiological - Other

**Events**
- Anomaly.Aircraft Equipment Problem: Critical
- Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
- Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
- Detector.Person: Flight Attendant
- Were Passengers Involved In Event: N
- When Detected: Taxi
Result.General: Flight Cancelled / Delayed
Result.Flight Crew: Returned To Gate

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

Narrative: 1
After push back, a strong odor filled the cabin. The captain called and asked if we (FAs) also smelled an odor. All FAs smelled strong exhaust/scorched cloth throughout the cabin, especially by each exit. Captain was advised to park off runway and try to burn off the substance causing the odor. When this failed we returned to the gate approximately 45 minutes later. Passengers were deplaned and Captain debriefed us. We were told the aircraft had an earlier issue with a leaky oil valve. All FAs had symptoms of a toxic fume event; headaches, sore throats and/or dizziness.

Synopsis
A321 Flight Attendant reported that a strong odor filled the cabin after pushback.
ACN: 1521068 (29 of 50)

Time / Day
Date: 201712
Local Time Of Day: 0001-0600

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

Environment
Light: Night
Ceiling: CLR

Aircraft
Reference: X
ATC / Advisory.TRACON: 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: Descent
Airspace.Class B: ZZZ
Cabin Lighting: High
Number Of Seats.Number: 150
Crew Size Flight Attendant.Number Of Crew: 3

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Experience.Flight Attendant.Total: 7
Experience.Flight Attendant.Airline Total: 2
Experience.Flight Attendant.Number Of Acft Qualified On: 2
Experience.Flight Attendant.Type: 75
ASRS Report Number.Accession Number: 1521068
Human Factors: Physiological - Other
Human Factors: Fatigue

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

Assessments

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

Narrative: 1

I was on the A320 aircraft. On our final descent (right when we got the double chime from the flight deck), we got the awful dirty sock smell, along with a light fog in the cabin. Our #1 Flight Attendant (FA) came to the aft of the aircraft to ask us if we could identify where the vomit smell was coming from. I immediately felt light headed, my throat, eyes, and sinuses were burning. I also had an immediate headache. Simultaneously, we said to each other "it's the dirty sock smell".

The lights were on bright, because we were preparing to do our final compliance check. The customers were plugging their noses and asking each other what the horrible smell was. I immediately contacted the Captain, and told him that we had the dirty sock smell. He said ok, and hung up. I was so light headed, dizzy, and had burning in my eyes, throat, and nose, that I was unable to complete my compliance check. It was all I could do in order to get to my jump seat for landing.

We had a fellow Crewmember non-reving to go home. He stopped me on my way to the front to tell me he smelled the dirty sock smell. He wanted to make sure we knew, as well as if we informed the flight deck.

One of the other FA's I was flying with, had the same symptoms. I also noticed a [passenger], vomiting after the event. I was making my way from the aft of the aircraft to my jumpseat in the front of the aircraft.

We landed. My Captain said that they did not smell it in the flight deck. He did tell me that the plane we were on had already been written up for this issue. It was unclear to me if the plane had been fixed, and this happened again, or if it was kept in service after it was recorded in the log book. The pilot was angry about it though. He said "this is a duplicate write up in the log book". I have inquired many times with [the company] to find out if the aircraft was fixed, but no one will answer me. They have only told me that Aircraft X has been fixed after our fume event.

We were all tired, due to getting in so late, and we were ending our trip. Everyone just wanted to go home and sleep. I filled out a safety report the next day, stating that we had a fume event. In the report, I also noted my symptoms. I was never contacted by anyone about the incident, and no one at [the company] met the plane to get more information. The protocol for fume events was not followed.

It's now been over 2 months, and I'm STILL sick! I did contact my Team Lead about this after I got extremely sick during a [following flight]. We were halfway to our destination, and I started throwing up and had severe diarrhea. I couldn't continue to do any of my job duties. I had to call out sick, mid pairing. My company put me in a hotel until I was well enough to fly back to my base. I was at the hotel for over 24 hours. I suffered vomiting, diarrhea, severe headache, all of my joints hurt, as well as my neck and backbone. I called to report that I was involved in a fume event. They told me to definitely go to a Doctor.
When I get back to base. I was miserable. I was barely able to gather the energy to get to the airport to fly back.

The following day, I went to the Emergency Room. They took basic blood tests, urine test, and did a flu swab. All were normal, so I was diagnosed with a "virus". I have been so ill since this happened.

The other FA that I was flying with that night also went to the ER [as] well after this happened. I didn't know that until I reached out to her to see how she was feeling. She was diagnosed with "headache and abdominal pain". She is also going back to her regular Doctor.

Synopsis

A320 Flight Attendant reported that due to a "dirty sock smell" on the flight, many people became very ill.
As I prepared my cart for service, I heard a passenger yell fire. There was smoke and flames coming from [the] row where a backpack was on fire. I called the flight deck and told them there was a cabin fire and that I was going to fight the fire and would get back with them once it was extinguished. I took the halon fire extinguisher back to [the] row where the burning backpack was pulled out into the center isle and I discharged the contents of the halon fire extinguisher on the burning backpack. The fire was extinguished and I retrieved the AvSax yellow bag and according to instructions filled it with water,
placed the still hot battery inside the bag and sealed it. It was a double A lithium battery which I believe caused the fire.

**Synopsis**

Flight Attendant reported extinguishing an in-flight lithium battery fire.
Time / Day
Date: 201802
Local Time Of Day: 0601-1200

Place
Locale Reference. ATC Facility: SCT.TRACON
State Reference: CA

Environment
Weather Elements / Visibility: Turbulence
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.TRACON: SCT
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: Climb
Airspace. Class E: SCT
Cabin Lighting: Low
Number Of Seats. Number: 110
Passengers On Board. Number: 110
Crew Size Flight Attendant. Number Of Crew: 6

Component
Aircraft Component: Cabin Crew Seat
Aircraft Reference: X
Problem: Design

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Cabin Jumpseat
Reporter Organization: Air Carrier
Experience. Flight Attendant. Total: 19
Experience. Flight Attendant. Airline Total: 19
Experience. Flight Attendant. Type: 100
ASRS Report Number. Accession Number: 1520165

Events
Anomaly. Aircraft Equipment Problem: Less Severe
Anomaly. Flight Deck / Cabin / Aircraft Event: Illness
Anomaly.Inflight Event / Encounter : Weather / Turbulence
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Physical Injury / Incapacitation

Assessments
Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1
Severe turbulence for approximately 10 minutes on climb out. One Flight Attendant in the jump seat at 3R reported injuries as there is nowhere to hang on at that jump seat. No places to hold your hands grip bars or anything. I didn't feel that turbulence was safe to go through.

Synopsis
A321 Flight Attendant reported an injury resulted with the jumpseat at door 3R had nothing to hang on to during turbulence.
Prior to departure, we smelled a "dirty sock" smell in the flight deck and forward galley. Upon further investigation, I found that the smell was also in the jetway all the way up to the terminal doorway. I believed this smell to be coming from the jetway. The first officer and I smelled only a residual amount en route. After arrival, the No. 1 flight attendant informed me that the smell returned about 30 minutes before gate arrival. He said that he had a headache and was nauseous. The No. 3 flight attendant said it irritated his eyes. The
No. 1 flight attendant also said that passengers complained of the odor. The flight attendants were checked by paramedics and I filed an aircraft smoke, odor, and fumes report.

Synopsis

A319 pilot reported a "dirty sock" smell prior to departure. On arrival, the Flight Attendants reported headaches, nauseous and eye irritations due to the smell.
ACN: 1518023 (33 of 50)

Time / Day
Date: 201802

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: B777 Undifferentiated or Other Model
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: Cruise
Crew Size Flight Attendant. Number Of Crew: 10

Component
Aircraft Component: Aircraft Auto Temperature System
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: Crew Rest Area
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Experience. Flight Attendant. Total: 30
Experience. Flight Attendant. Airline Total: 30
ASRS Report Number. Accession Number: 1518023
Human Factors: Troubleshooting
Human Factors: Human-Machine Interface

Events
Anomaly. Aircraft Equipment Problem: Less Severe
Anomaly. Flight Deck / Cabin / Aircraft Event: Other / Unknown
Detector. Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: In-flight
Result. Flight Crew: Overcame Equipment Problem

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

Narrative: 1
I just laid down for first break and heard five chimes. I thought it was the phone but it was not so I called upstairs to purser but she was not there so I spoke to another Flight Attendant and I asked if they were trying to call us. She said no, so I told her about the chimes. I was back in the bunk, the chimes kept going every few minutes, and I noticed my airflow valve in my bunk was acting weird. The air would stop and start. So, I got up and went upstairs to find purser. I told her what was going on and she called [the] cockpit, who told her to come right up. I also went to look at the lighted airflow button on top of the stairs of bunk and noticed the light was on but it said off so I told her that when she came out of cockpit. At this time, she said we all needed to be out of Lower Lobe Crew Rest (LLCR) so I went back down to get my flight partner who was still resting despite the noise. For the next two hours, the purser was in and out of the flight deck. She finally decided we would have 1 1/2 hour breaks in passenger seats. I had a middle seat between two passengers that were sneezing and coughing so I just got up in fear of getting a cold or flu. It was awful to be on duty that long without rest. I thought we would divert but purser said the cockpit said we could not.

Synopsis

B777 Flight Attendant reported lack of adequate crew rest due to an airflow malfunction and persistent chimes in the crew-rest bunk area.
ACN: 1518022 (34 of 50)

Time / Day
Date: 201801
Local Time Of Day: 1201-1800

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

Environment
Weather Elements / Visibility: Icing
Light: Night

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: Takeoff
Cabin Lighting: Low
Number Of Seats.Number: 160
Passengers On Board.Number: 150
Crew Size Flight Attendant.Number Of Crew: 4

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 27
Experience.Flight Attendant.Airline Total: 27
Experience.Flight Attendant.Type: 50
ASRS Report Number.Accession Number: 1518022
Human Factors: Physiological - Other

Events
Anomaly.Flight Deck / Cabin / Aircraft Event: Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Detector.Person: Flight Attendant
Were Passengers Involved In Event: N
When Detected: In-flight
Result.General: Physical Injury / Incapacitation
Assessments
Contributing Factors / Situations: Aircraft
Contributing Factors / Situations: Environment - Non Weather Related
Contributing Factors / Situations: Human Factors
Primary Problem: Aircraft

Narrative: 1
Deicing, odor and symptoms after takeoff in jump seat. Number 1 & Number 3 flight crew affected with massive headache and sleepiness. Remained seated due to symptoms and turbulence.

At 20 min after departure attempted service for 10 min. Suspended service as Number 1 was vomiting in lavatory Number 1 returned and called CA (Captain) regarding Number 1 & Number 3 flight crew incapacitation. FO (First Officer) checked forward cabin area for fumes and odor. FO explained left engine air intake directed to ventilation system in forward area by jump seats. FO said deicing fluid can get into cabin air.

I (Number 3) explained my deteriorating condition to FO. FO returned to cockpit. Number 1 returned and I sat in jump seat and struck my left knee on edge of jump seat. Number 1 brought 2 O2 bottles and I began using O2. Number 1 called POC (Physician on Call) for assistance. I had sensation of spiraling downward, confusion, but remained conscious. Number 1 called Number 2. Number 2 & Number 4 completed entire service in both cabins.

Number 1 again called POC and requested paramedics meet the flight. After O2 administration I regained mental clarity. Headache remained. Flight landed without further incident. Paramedics assisted me immediately. Passengers deplaned as I was examined I did not go to the hospital at that time as I only had headache remaining.

Synopsis
B737 Flight Attendant reported an odor in cabin after takeoff causing headache and sleepiness. Two of the four Flight Attendants were unable to perform their assigned duties during this flight.
ACN: 1517879 (35 of 50)

Time / Day
Date: 201802

Place
Altitude.AGL.Single Value: 0

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

Component
Aircraft Component: Cockpit Door
Aircraft Reference: X
Problem: Malfunctioning

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1517879

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

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

Narrative: 1
I have had 2 occurrences where the flight deck door keypad was INOP and deferred. I was told this is not a 'No go' item. I do not understand why the FAA regards this as such. The flight attendants have no access to the flight deck in case of an emergency. If both pilots
were to become incapacitated due to decompression, illness, mental breakdown etc, we have no way to get in. This should not be a deferrable item.

Synopsis
Air carrier Flight Attendant reported concern over the ability to defer an inoperative flight deck door keypad.
ACN: 1517867 (36 of 50)

Time / Day
Date: 201802

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
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
ASRS Report Number.Accession Number: 1517867
Human Factors: Situational Awareness

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

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

Narrative: 1
After a crew member encountered physical and verbal abuse from a passenger, the cockpit initiated a level 2 and the cockpit was locked down. Authorities met the aircraft when we landed.

Synopsis
Air carrier Flight Attendant reported passenger misconduct resulted in a cockpit lockdown and law enforcement meeting the flight.
Narrative: 1

I was the liaison between the crew and cockpit. I saw the passenger punch [a Flight Attendant] numerous times causing injury and blood. I immediately went to the phone at the 4L and informed the Captain of the situation. I was at row 33 when the incident occurred during the beverage service. Passenger was hurling insults at the flight attendant, and the airline, while demanding for ice just before beginning to punch [the Flight Attendant] numerous times. Passenger went to the restroom at the 3R door to clean up, only after screaming that he would cause more harm to [the Flight Attendant] if he walks by again. In the bathroom [passenger] began destroying the aircraft bathroom and causing immense injury to himself, which was NOT caused by [the Flight Attendant] as he had been instructed to stay in the 2L/R first class galley until we had control of the situation. [Passenger's] wife said that they had been stuck in [another city] for numerous days and he was upset with [the airline].
Air carrier Flight Attendant reported an inflight assault, by a passenger, on another Flight Attendant.
**Time / Day**

Date: 201801

**Place**

Locale Reference.Airport: ZZZ.Airport
State Reference: US
Altitude.MSL.Single Value: 9000

**Environment**

Flight Conditions: VMC
Light: Daylight
Ceiling: CLR

**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: Descent
Cabin Lighting: Low
Number Of Seats.Number: 189

**Person**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Function.Flight Attendant: Flight Attendant In Charge
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 19
Experience.Flight Attendant.Airline Total: 19
Experience.Flight Attendant.Number Of Acft Qualified On: 09
ASRS Report Number.Accession Number: 1517160
Human Factors: Situational Awareness
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: N
When Detected: In-flight

**Assessments**
Narrative: 1

At 9000 ft on descent a Flight Attendant called and stated she had smelled strong toxic smell. She was then put on oxygen. Another Crew Member had to go by ambulance to the hospital. She was dizzy and had heart pain and her eyes were red and she was not feeling well at all. Paramedics came on board to also check a second crew member who I put on oxygen because he felt dizzy and light headed. I had a headache that lasted a long time.

Synopsis

Flight Attendant reported another Flight Attendant became ill after noticing a strong toxic smell during descent.
ACN: 1517101  (39 of 50)

Time / Day
Date: 201802

Environment
Light: Night

Aircraft
Reference: X
Aircraft Operator: Air Carrier
Make Model Name: Commercial Fixed Wing
Crew Size/Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Flight Phase: Taxi
Flight Phase: Takeoff
Cabin Lighting: High

Component
Aircraft Component: Cabin Lighting
Aircraft Reference: X

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Function.Flight Attendant: Other / Unknown
ASRS Report Number.Accession Number: 1517101
Human Factors: Troubleshooting

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

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

Narrative: 1
The Flight Attendants Manual (FAM) states that the entry/aft entry overhead lights must be set to dim or bright (DIM/BRT) for nighttime. This is a reduced safety standard. The cabin lights must be Night and the window lights OFF for takeoff. By requiring the Flight Attendants (F/A) to have the lights in the forward entry on DIM/BRT for takeoff, there is a risk of impairment of assessing the exterior conditions at night if an evacuation becomes necessary. Because of the bright light increasing the amount of time, it would take one's eyes to adjust to the nighttime conditions outside. By requiring the F/A to have the lights this bright the company is actually placing the F/A in harm's way, and requiring them to abide by a reduced safety standard. If the F/A were to darken the lights as one would naturally want to at nighttime, they risk a safety violation and discipline from the company. Also, the passengers in the first few rows are at the same risk of having their eyes needing additional time to adjust to the outside conditions as the glare from the entry lights would affect them-specifically the Aircraft's right side rows 1-4.

**Synopsis**

Flight attendant reported that the Flight Attendants' Manual fails to address cabin lighting matching outside environment, thus posing a risk to both the cabin crew and passengers in the event of an emergency evacuation.
**ACN: 1516923 (40 of 50)**

**Time / Day**

Date: 201801
Local Time Of Day: 1801-2400

**Environment**

Light: Night
Ceiling: CLR

**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
Cabin Lighting: Low
Number Of Seats.Number: 160
Passengers On Board.Number: 155
Crew Size Flight Attendant.Number Of Crew: 4

**Person**

Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 30
Experience.Flight Attendant.Airline Total: 30
Experience.Flight Attendant.Number Of Acft Qualified On: 4
Experience.Flight Attendant.Type: 80
ASRS Report Number.Accession Number: 1516923

**Events**

Anomaly.Flight Deck / Cabin / Aircraft Event: Illness
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: In-flight

**Assessments**

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

**Narrative:** 1
After the coach FAs (Flight Attendants) completed their service the #3 FA told me that all 3 coach FAs were complaining of dizziness. I was feeling unusual pressure in my ears and near my jaw but not dizziness. FA #3 called the CA (Captain) to report their symptoms. Approximately 20 min later the #3 FA passed out in the aft galley. He regained consciousness after oxygen was administered. Paramedics met the flight and he was released. As a side note I suffered from a headache for 2 days after our flight.

Synopsis
B737 Flight Attendant reported that all the flight attendants felt dizzy during cruise, and that one Flight Attendant passed out in the galley.
ACN: 1516852 (41 of 50)

Time / Day
Date: 201802

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

Environment
Light: Daylight

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

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

Person
Reference: 1
Location Of Person. Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
ASRS Report Number. Accession Number: 1516852
Human Factors: Communication Breakdown
Communication Breakdown. Party1: Flight Attendant
Communication Breakdown. Party2: Maintenance

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

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

**Narrative: 1**

After arming doors and pushing back from the gate, I noticed that the forward service door was missing the manual inflation handle safety cover and the handle displaying "PULL" was hanging out for anything to get caught on or anyone to pull which could easily lead to an inadvertent slide deployment inflight. I informed the A [Flight Attendant] who then informed the Captain. When moving to the aft galley to begin service, we noticed the aft entry door was also missing the manual inflation caution cover. While it was reported by the flight attendants, the slides were never fixed while we were working on the aircraft.

This is an ongoing issue, myself finding and reporting [multiple] slides on [different] aircraft over the past week through safety reporting. All slides on all aircraft need to be checked and repacked to ensure safety covers are installed properly. Maintenance has informed me multiple times that they are not all aware of safety covers even being there, and not until they open the slide bustle and pull out the cover that they realize the issue that the covers are being packed inside the bustle, and therefore packing the slides incorrectly.

**Synopsis**

A B737 Flight Attendant reported that slide safety covers were not installed properly. The covers are being packed inside the bustle.
Ten to fifteen minutes after jet bridge had been pulled and doors had been armed the purser made an announcement to disarm doors. Before announcement was even finished catering had attached the truck and were opening the 2R door! [Another Flight Attendant] was running across the galley to disarm in time but they just pulled it open, not knocking or anything. Thankfully the door automatically [disarmed the slide] from the outside or someone may have been killed or seriously injured. We were so shaken up. I told the 2 caterers that they had opened an armed door and they said, "why was it armed?". They knew nothing of our procedures of why the doors are armed when the jet bridge is pulled and again, did not even knock. I think maybe a review of safety procedures with catering is in order, for their own safety!
Air Carrier Flight Attendant reported catering returned to the aircraft after doors were armed and opened it without following proper procedures.
ACN: 1514515 (43 of 50)

Time / Day
Date: 201801

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

Environment
Light: Daylight

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

Component
Aircraft Component: Nosewheel Steering
Aircraft Reference: X
Problem: Malfunctioning

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: 1514515
Human Factors: Confusion
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Ground Personnel
Communication Breakdown.Party2: Flight Crew

Events
Anomaly.Aircraft Equipment Problem: Less Severe
Anomaly.Deviation - Procedural: Published Material / Policy
Detector.Person: Flight Attendant
Were Passengers Involved In Event: Y
When Detected: Aircraft In Service At Gate
Result.Flight Crew: Took Evasive Action
Assessments
Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Procedure

Narrative: 1

We were taxiing down the runway getting ready for takeoff. As we started the initial [takeoff] we felt a sudden left turn, followed by a hard stop causing the aircraft to pull to the left going slightly off the runway to the left. Then we heard the First Officer shout out the commands. REMAIN SEATED, REMAIN SEATED. We immediately started the same commands. The First Officer made the announcement that we were going back to the gate because we had a nose gear problem and the mechanics were coming on board to check out the plane. Once the doors were open the First Officer came out of the flight deck and explained that the mechanics would be checking the nose gear and brakes.

The mechanics came on board and stated that the plane seems to be ok but they still have more checking to do. The First Officer stated that they were leaving the plane to go to flight operations to answer questions about what happen. After that we were left alone with the passengers for well over an hour with no information. The customer service [agent] never came back to the plane after opening the door to tell the passengers that per FAA they could leave the plane but had to take their bags. Inflight supervisor said he would send someone from inflight who never showed up. Finally the A crew showed up to replace us and [scheduling] called to reassign us for the next day.

During this whole process no one showed any concern for our wellbeing or our safety. Not one time did the Captain, First Officer or [Operations] check on us to see what our needs or concerns were or to make sure the passengers were ok.

Synopsis

Air Carrier Flight Attendant reported poor communication between the flight attendants, flight crew, and ramp personnel after returning to the gate due to maintenance.
ACN: 1514028  (44 of 50)

Time / Day
Date : 201801
Local Time Of Day : 0601-1200

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
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
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 : Service
Reporter Organization : Air Carrier
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1514028
Human Factors : Troubleshooting
Human Factors : Other / Unknown

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

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

**Narrative: 1**

The new Premium Economy service flow requires all cabin attendants in front of main cabin for service flow with the two Flight Attendant serving meals forward to aft with NO access to back of cabin or equipment (emergency) or ability to control movement in back of aircraft. There is serious potential for flight safety/passenger safety with the current Flight Attendant positioning and staffing for the new Premium Economy services on the Aircraft.

During the flight there were passengers milling around back of plane during the meal services. Flight Attendants could not go to galley or direct passenger to leave the area as they had a meal cart between them and back galley. NOTE: NO CREW CREWMEMBERS in aft of aircraft during service for SEVERAL minutes.

Suggestions [are an] additional staffing of: [At] minimum one Flight Attendant, [and a] maximum two. Service flow should ALWAYS allow a crewmember to be in back of aircraft at all times for security and for safety! Service flow of one Flight Attendant on beverage working aft. One Flight Attendant on meal cart working aft. Minimum of one Flight Attendant working out of back galley.

**Synopsis**

Flight Attendant reported that new cabin services procedures requires all flight attendants in the forward of the main cabin. Therefore, the aft cabin is both inaccessible and out of their control, which poses a security/ safety issue.
**Time / Day**

Date: 201801
Local Time Of Day: 0001-0600

**Place**

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

**Aircraft**

Reference: X
Aircraft Operator: Air Carrier
Make Model Name: EMB ERJ 170/175 ER/LR
Crew Size: Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC

**Person**

Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: General Seating Area
Cabin Activity: Service
Cabin Activity: Safety Related Duties
Cabin Activity: Boarding
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant (On Duty)
ASRS Report Number: Accession Number: 1514026
Human Factors: Communication Breakdown
Human Factors: Workload
Communication Breakdown. Party1: Flight Attendant
Communication Breakdown. Party2: Flight Attendant

**Events**

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

**Assessments**

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

**Narrative: 1**
It was the return leg, it was evening and the cabin was dark, I went up to the forward galley to look for Flight Attendant X. so could count the and fill out the cash sales form together and she was not behind the forward galley closed curtain. I found Flight Attendant X sleeping in seat 1F. I tapped her on the shoulder and waved to her to get up.

During preflight, Flight Attendant X was on her cell phone talking until passengers started boarding. Captain made Public Address (PA) for flight attendants to discontinue service and sit down due to turbulence. She helped me push the cart back to the aft galley, but then continued to serve meals. Last passenger boarded late, but we still had plenty of time to close the door. I was helping passenger find a bin for his bag, other bins still open, cabin was not secure and Flight Attendant X went ahead and closed the Main Cabin Door and made PA to prepare doors for departure before the 5 minutes PA was made. I had already turned in the passenger count because Customer Service Agent was waiting on that one last passenger but they were not sure if they would arrive in time. We were going to add the passenger to the count if they did arrive in time.

[This] leg had turbulence so the Captain kept turning on the seatbelt sign. Flight Attendant X never made the fasten seat belt PA. I started making it and performing a compliance check myself. Flight Attendant X was out of uniform, wearing a black hooded sweatshirt over her uniform. She was also wearing service shoes the entire trip. Flight Attendant X did not perform the secure galley procedure. After the flight I spoke with Flight Attendant X regarding the safety issues and her non-compliant uniform and she said she knew it was wrong.

**Synopsis**

A Flight Attendant reported that a fellow cabin crewmember did not comply with company procedures or the FARs.
**Time / Day**

Date: 201801
Local Time Of Day: 1201-1800

**Place**

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

**Environment**

Light: Daylight
Ceiling: CLR

**Aircraft**

Reference: X
Aircraft Operator: Air Carrier
Make Model Name: A330
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Flight Phase: Initial Climb
Flight Phase: Initial Approach
Cabin Lighting: Medium
Number Of Seats: Number: 258
Passengers On Board: Number: 250
Crew Size Flight Attendant: Number Of Crew: 8

**Person: 1**

Reference: 1
Location Of Person: Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant (On Duty)
Experience: Flight Attendant: Total: 49
Experience: Flight Attendant: Airline Total: 49
Experience: Flight Attendant: Number Of Acft Qualified On: 9
Experience: Flight Attendant: Type: 25
ASRS Report Number: Accession Number: 1513600
Human Factors: Physiological - Other

**Person: 2**

Reference: 2
Location Of Person: Aircraft: X
Location In Aircraft: General Seating Area
Reporter Organization: Air Carrier
Function: Flight Attendant: Flight Attendant (On Duty)
Experience: Flight Attendant: Total: 40
Experience: Flight Attendant: Airline Total: 40
Experience: Flight Attendant: Number Of Acft Qualified On: 6
Experience: Flight Attendant: Type: 25
On takeoff I smelled fumes that had a sweet chemical smell which dissipated at altitude. Upon approach for landing the fumes returned, only much worse. Did not smell like dirty socks or vomit. There was no haze or smoke. The odor was acrid, burning oily chemicals.

Upon arrival at the gate I went to the cockpit to discuss with the Captain and couldn't cross the threshold into the cockpit as the fumes were much, much worse. An immediate headache, burning eyes, throat and chest area.

All Flight Attendants (FA) congregated on the loading bridge. EMTs arrived and took all of our blood pressures, gave us an EKG and recorded our O2 levels. 2 FAs' blood pressure was so high that they were transported to the emergency room. All of our blood pressures were significantly higher than normal.

Return flight was cancelled. We deadheaded back. [It was] recommended that I go to the Emergency Room. Blood Pressure, EKG and blood test revealed no CO in my body. No blood test was done for inhalation of fumes. [I was] informed that there was no such test--at least it was not done at this hospital. They were unaware of any such test.

I continued to have a headache for over a week, tightness/heaviness in the chest--like bronchitis/chest cold--short term memory loss and brain fog for several days.
**Narrative: 2**

On [this] flight, 3rd cabin crew noticed an acrid odor shortly after takeoff but smell dissipated soon afterward. Smell returned on descent and was also strong in flight station. After landing, paramedics were called to check out flight attendants after several were not feeling well.

All Flight Attendants (FA) had elevated blood pressure readings. One FA was going to be transported to ER after observation.

My face shortly thereafter, turned bright red and felt like it was on fire. Paramedics took my blood pressure readings 3 more times and decided I needed to be transported to ER as well.

Upon arriving to hospital we were left sitting in waiting room for 3 hours with no care or observation. We were then taken to a room and our blood pressure was taken again. My lungs also felt some burning.

Within an hour we were then taken to hotel and no further care was given. We did deadhead following day and we were met by supervisors.

I went to clinic following [the flight]. My blood pressure was reading [high] so I was once again transported to ER for observation and testing.

**Narrative: 3**

On climbing to 10000 ft smelled acid fumes that were very distinct. Placed paper towels over nose and mouth. 4L and 4R used oxygen. It was more noticeable in rear of aircraft. After level off it went away.

**Synopsis**

A330 cabin crew reported smelling an odd odor in flight. After landing the reporters received medical attention for the effects of the odor.
ACN: 1513276 (47 of 50)

Time / Day

Date: 201801
Local Time Of Day: 1201-1800

Place

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

Environment

Light: Daylight

Person

Reference: 1
Location Of Person: Hangar / Base
Reporter Organization: Air Carrier
Qualification.Flight Attendant: Current
Experience.Flight Attendant.Total: 18
ASRS Report Number.Accession Number: 1513276
Human Factors: Communication Breakdown
Communication Breakdown.Party1: Flight Attendant
Communication Breakdown.Party2: Flight Crew

Events

Anomaly.Deviation - Procedural: Published Material / Policy
Anomaly.Ground Event / Encounter: Other / Unknown
Detector.Person: Flight Attendant
When Detected.Other
Result.General: None Reported / Taken

Assessments

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

Narrative: 1

I was wearing my ear buds and a continuous positive airway pressure (CPAP) machine trying to nap and relax in a recliner in the sleep room, when the recliner was aggressively yanked forward by a Captain. I was in shock by this behavior and jumped out of my chair asking him why would you do this? I would never do this to you? He stated I'm helping you move your chair and that per our pilot contract flight attendants aren't to be in this room anyway. This statement brought attention to the other flight attendants in the room. When yanking my chair forward he bumped the chair in front of me, another Flight Attendant was in [that seat], and she also jumped up. I was in shock and frightened by his actions not knowing what to do. I just wanted to relax; everyone was yelling. Other Flight Attendants stated, "Read the sign on the door- we can be in here," [they] were very upset by his statement and said "let's take this to the manager" and left to see a manager. Flight
Attendant sitting across from me stated, I heard him ask but never heard me responded until after.

Another FA that was flying with him later was also in the room. Flight Attendant in front of me said, I know you're scared I will go with you to talk to manager. We reentered the room with the Captain and Manager to show the Manager what happened then back in to the hall as Manager didn't want us to disturb everyone else but everyone was awake at this point. The whole time we are trying to talk to the Manager, the Captain is calling us liars, interrupting lunging forward toward the three of us. His behavior was very aggressive. The Manager was trying to calm the situation by stating we are grown adults here and then we went in to her office as individuals the Captain first. While talking with the Manager asking her how to report this incident she said to send to both chief pilots, herself, and Base Manager emails, no need to contact Human Resource as can we can resolve this. I told her if I had to fly with him on my next flight, I would not feel comfort or safe with him. I've been a flight attendant for 18 years and have never witnessed anything like this. I hold our pilots to a high level of respect as leaders in our company and looked to them to keep me safe. I was to believe I was in a safe work environment so safe I could sleep and that did not happen on this day.

Synopsis

Air Carrier Flight Attendant reported being in shock after being aggressively awoken by a Captain during a rest break; Flight attendant expressed concerns of feeling unsafe and uncomfortable with the Captain.
ACN: 1513266 (48 of 50)

Time / Day
Date: 201801

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: B737-700
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
Cabin Lighting: High

Component
Aircraft Component: Cabin Crew Seat
Aircraft Reference: X
Problem: Improperly Operated

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Cabin Jumpseat
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
ASRS Report Number.Accession Number: 1513266

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

Assessments
Contributing Factors / Situations: Company Policy
Primary Problem: Company Policy
Narrative: 1

A large employee from headquarters was riding 4th on my jump seat. I briefed her on how to operate the door in case of an emergency. I was getting ready to do my safety demonstration when I noticed that she couldn't get her seat belt fastened. She stated that she rides the fourth jump seat all the time and was embarrassed. I notified the other two flight attendants and called the captain. The captain said that we would have to return to the gate. Then the fourth jump seat rider gave me the thumbs up that her seat belt was fastened. I let the captain know and proceeded to do my safety demonstration. I took my jump seat and there was only enough room for 1/2 my bottom to be on the jump seat. Two thirds of my body was leaning into the aft service door. The "A" Flight Attendant did her final walk through and didn't say anything. I was seriously concerned on takeoff and landing that the jump seat would collapse. I learned that one collapsed recently and was wondering what the weight limit is. I was also concerned that her seat belt was fastened above her chest if a situation were to occur. I also don't feel that it is safe to let any untrained employee occupy the jump seat. Flight Attendant's NEED to view the aisle for potential threats during takeoff, landing and while occupying the jump seat. I've learned that no other airline allows unqualified employees to ride on the jump seat. We need to make our jump seats safer by reinforcing the weight limit.(We changed the weight for sodas) We need to update our jump seat policy to have ONLY qualified flight attendants ride on them. Also, we need to sit aisle side to view potential threats and danger so that the integrity of the flight isn't compromised. In hindsight, the "A" flight attendant and I should have had her removed from the flight. Thank you for your time.

Synopsis

B737 Flight Attendant reported that an employee, who was riding on the plane's fourth jump seat, appeared to be overweight for the seat and had difficulty getting the seat belt fastened.
ACN: 1512873 (49 of 50)

**Time / Day**

Date: 201801

**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

**Component**

Aircraft Component: Oxygen System/Portable  
Aircraft Reference: X  
Problem: Improperly Operated

**Person**

Reference: 1  
Location Of Person.Aircraft: X  
Location In Aircraft: General Seating Area  
Cabin Activity: Safety Related Duties  
Reporter Organization: Air Carrier  
Qualification.Flight Attendant: Current  
ASRS Report Number.Accession Number: 1512873  
Human Factors: Communication Breakdown  
Communication Breakdown.Party1: Flight Attendant  
Communication Breakdown.Party2: Maintenance

**Events**

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

**Assessments**

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

**Narrative:** 1
Upon reaching the aircraft, I (FA-B) began to preflight my safety equipment in the aft of the cabin. I immediately noticed a problem with the top one of the Walk around O2 bottles behind row 34 on aircraft left. The bottle was bracketed in a position where the gauge was pointed downward so I could not read it. I put my phone up there to see if I could get a picture of the gauge to see if it was full, but the phone was positioned too close to the gauge due to the proximity of the seatback. I promptly notified the CA, who called maintenance. The maintenance person came up and made some snarky comments to me about them using mirrors. I explained that I did not have a mirror, and my phone couldn't get a picture. Maintenance person got on his knees and then laid down on floor (right by lav), stuck his head in between seatback and lav wall and told me it was okay. I asked him if he could turn the bottle and resecure it in the bracket so that we wouldn't have to call maintenance again the next time a crewmember needed to preflight. He adamantly told me that he was not required to position the gauge so that we could read it. He said if I wanted to see it for myself, then I should get down on floor like he did and read gauge.

In my 30 years in this industry, I have had many instances where the bottle needed to be repositioned by maintenance so that we can fulfill our safety obligation to preflight it. I have even had an maintenance supervisor tell me that sometimes maintenance gets in a hurry on overnight checks and accidentally points the gauges down, but that we can report it and they will reposition it for us since it requires laying down on floor and reaching above your head to reposition. I told the captain what was going on, and he said he would call maintenance back because if I couldn't see the gauge, then I didn't actually finish my preflight. I went back to my duties, the flight was boarded, and the boarding door closed. The FA-1/A advised me by interphone that the captain told her maintenance refused to come back out and turned the bottle. Therefore, I, myself, did not actually preflight the gauge although maintenance told me it was showing full.

1. It should be a requirement for the walk around oxygen bottles to be positioned in the brackets so that the gauge is oriented to where the flight attendants can read them upon leaning over the seat and looking.
2. These bottles are nearly impossible to secure back in brackets (whether for turning them to aim gauges upward or to secure for landing after using one). It requires lying on the dirty floor with your hands above your head and trying to secure by feel only. MX personnel have a hard time doing it and it takes strength and a few minutes even though they are used to it. I've never seen a flight attendant be successful at getting it resecured. If they were mounted in an overhead bin or somewhere else where they were easier to access, both of these problems would be resolved.
3. There should be a no tolerance rule for a maintenance person to refuse to do something which interferes with a crewmember being able to finish performing the mandatory preflight safety checks.

**Synopsis**

A321 Flight Attendant reported being unable to read the gauge on a walk-around O2 bottle due to the position it was oriented.
ACN: 1512113 (50 of 50)

Time / Day
Date: 201801

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

Environment
Light: Daylight

Aircraft
Reference: X
ATC / Advisory.Tower: ZZZ
Aircraft Operator: Air Carrier
Make Model Name: EMB ERJ 170/175 ER/LR
Crew Size.Number Of Crew: 2
Operating Under FAR Part: Part 121
Flight Plan: IFR
Mission: Passenger
Nav In Use: FMS Or FMC
Flight Phase: Landing
Airspace.Class B: ZZZ
Cabin Lighting: Off

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

Person
Reference: 1
Location Of Person.Aircraft: X
Location In Aircraft: Galley
Cabin Activity: Safety Related Duties
Reporter Organization: Air Carrier
Experience.Flight Attendant.Airline Total: 2
ASRS Report Number.Accession Number: 1512113
Human Factors: Time Pressure
Human Factors: Workload
Human Factors: Confusion

Events
Anomaly.Aircraft Equipment Problem: Less Severe
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
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

The A position Flight Attendant (FA) told me this was her first flight [of this type], so I explained to her how everything operated, and told her if she needed any help with anything to let me know, as I do [these] all of the time. There was no announcement for initial descent; it was straight to the final descent. The A came to aft of the aircraft to crosscheck my galley, and walked back to the forward of the galley. I collected remaining trash, and did compliance checks, and crosschecked my galley again, checked the lavatory, and started walking back to my seat. I secured my galley, pulled the atlases and carts to make sure they were secured. I washed my hands, then proceeded to read my connecting gate announcement and sat down in my jump seat and secured myself, because we were getting ready to land. The A came back to the aft of the aircraft (after we had already secured the galley, crosschecked, turned the lights off and were secure in our seats), and opened the middle carts to grab some snacks, and explained to me how she gets so hungry in the morning. She searched through a few carts, then latched everything back, I checked again to make sure everything was latched back and went to the forward of the aircraft to take her jump seat.

As we landed, the trash can cart, and about 4 carts from the middle and far left came rolling forward. I tried to stop all of the carts, but only caught 3 of them, and the other cart (the middle cart) made it all the way up to where main cabin and first class meet. My immediate reaction was to stop as many carts as I could, I immediately jumped out of my seat, where I saw the 4 carts and grabbed them all except for one of them. The A called me, and I told her I was injured as 3 of the carts rolled over my foot and I bruised my hand and arm trying to stop the carts in the process. She told me to remain seated and she went to each passenger and asked if they needed any assistance or help, and none of the passenger needed any medical assistance. I called the Captain and told him what happened, and he stopped taxiing, so I secured the carts, the A brought one of the carts to the back of the cabin.

Four passenger that were hit with the cart and said they wouldn't like assistance, and said that it hit an arm, or an elbow. I put tags on the carts, because I was flabbergasted on how all 4 carts could roll, especially with how much I check my galley, and even with the brakes on the carts, they still came rolling into the aisle. I put INOPERATIVE tags on all 4 carts, and told maintenance and maintenance said catering handles the carts, so I told catering as well.

I believe this event can be prevented by catering, preflight [of] the carts before use, and making sure wheels, brakes, latches are operable, as well as FAs checking to make sure they're operable (even the ones we are not using.) Also believe this event can be avoided if we get rid of the "crosschecking" rule, which is faulty, because after flight attendants check their galleys, we are required to crosscheck each other's galleys, which would be fine. I've seen it happen to many times where after we completed crosschecking, and
secure in our jump seat, the A flight attendant walks to the AFT of the aircraft, and starts unlatching and going in the galley, and that would require us to crosscheck again, and that's A LOT of crosschecking going on. It would be counterproductive, especially if we are getting ready for takeoff and landing, when we are supposed to be secured in our seats as quickly as possible to avoid any injuries. Also, with [these] flights, they are very time calculated, as most flights are [less than 60] minutes, and requires a full service, there's hardly any wiggle room. Once both flight attendants have secured their galleys, crosschecked their galleys, are secured in their jump seat, there should be a rule in place, stating that the other flight attendant cannot go into each other's galleys after crosscheck is complete.

**Synopsis**

EMB-175 flight attendant reported that during landing the service carts broke loose, causing several injuries.