

ASRS Database Report Set

Passenger Misconduct Reports

Report Set Description.....A sampling of reports that reference passenger misconduct.

Update Number.....34.0

Date of UpdateFebruary 27, 2019

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

Number of New Records in Report Set24

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

National Aeronautics and
Space Administration

Ames Research Center
Moffett Field, CA 94035-1000



TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

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

ASRS reports are submitted voluntarily. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

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

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

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

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

Becky L. Hooley, Director
NASA Aviation Safety Reporting System

CAVEAT REGARDING USE OF ASRS DATA

Certain caveats apply to the use of ASRS data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences.

Moreover, not all pilots, controllers, mechanics, flight attendants, dispatchers or other participants in the aviation system are equally aware of the ASRS or may be equally willing to report. Thus, the data can reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS information. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more aware of the ASRS program and more inclined to report should an NMAC occur. Any type of subjective, voluntary reporting will have these limitations related to quantitative statistical analysis.

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

Report Synopses

ACN: 1605091 (1 of 50)**Synopsis**

Air carrier Captain reported passenger misconduct enroute led to law enforcement detaining the passenger on arrival.

ACN: 1603421 (2 of 50)**Synopsis**

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

ACN: 1602741 (3 of 50)**Synopsis**

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

ACN: 1602680 (4 of 50)**Synopsis**

Embraer Jet Captain reported Hazmat cleaning crew required to dispose and scrub galley of human waste.

ACN: 1599592 (5 of 50)**Synopsis**

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

ACN: 1598327 (6 of 50)**Synopsis**

B737NG Captain reported calling in fatigued following a poor night's sleep in a noisy hotel.

ACN: 1592746 (7 of 50)**Synopsis**

Air carrier Captain reported an altercation with a hazardous passenger.

ACN: 1590290 (8 of 50)**Synopsis**

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

ACN: 1587601 (9 of 50)

Synopsis

A320 flight crew reported an unruly/intoxicated passenger that was deplaned later claimed that there was an object in checked luggage. Threat was determined not to be credible and flight continued to destination.

ACN: 1585077 (10 of 50)

Synopsis

B737 Captain reported severe turbulence as well as issues with the medical kit used to administer first aid to passengers injuries.

ACN: 1582628 (11 of 50)

Synopsis

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

ACN: 1582351 (12 of 50)

Synopsis

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

ACN: 1580450 (13 of 50)

Synopsis

Air carrier Captain reported that a passenger who was approved to fly displayed disruptive behavior before and during the flight.

ACN: 1577603 (14 of 50)

Synopsis

Flight Attendant reported unruly passenger threw soiled tissue at flight attendant.

ACN: 1576978 (15 of 50)

Synopsis

Embraer ERJ Captain reported that a passenger deplaned and wanted to leave the luggage on the aircraft.

ACN: 1576497 (16 of 50)

Synopsis

Flight Attendant reported problems with emergency row passengers and a Customer Service Representative not moving the people out of the emergency row.

ACN: 1575155 (17 of 50)

Synopsis

CRJ-700 Captain reported an intoxicated passenger, whose erratic behavior in flight resulted in the flight diverting to the nearest suitable airport.

ACN: 1571026 (18 of 50)

Synopsis

Flight Attendant reported there was a visually impaired person sitting in an emergency exit row.

ACN: 1570377 (19 of 50)

Synopsis

A320 Captain reported a passenger's e-cigarette in their carry-on caused concern which resulted in deplaning and a smoke and fume investigation.

ACN: 1565398 (20 of 50)

Synopsis

CRJ-700 Captain reported an altercation in the cabin involving a juvenile prisoner and an escort, law enforcement personnel met with the aircraft.

ACN: 1564833 (21 of 50)

Synopsis

Flight Attendant reported a passenger became rude and disruptive after having to check in his carry on bag that was too big for the overhead bin.

ACN: 1560166 (22 of 50)

Synopsis

CRJ Captain reported HAZMAT procedure violation due to a mobility aid with a non removable lithium ion battery in aft cargo.

ACN: 1558502 (23 of 50)

Synopsis

Airbus Captain reported security issues regarding retrieving a passenger bag to remove Lithium Ion battery prior to pushback.

ACN: 1556043 (24 of 50)

Synopsis

B737 flight crew reported momentary stick shaker while being diverted to COS after weather caused a missed approach into DEN.

ACN: 1550888 (25 of 50)

Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

ACN: 1528129 (26 of 50)

Synopsis

An Air Carrier First Officer reported an inflight incident where a passenger was physically abusive to another passenger and a flight attendant. The passenger was restrained, and the flight diverted to the nearest suitable airport where he was removed by law enforcement personnel.

ACN: 1525100 (27 of 50)

Synopsis

Air carrier Captain reported an unruly passenger appeared to be under the influence of alcohol and prescription medication.

ACN: 1517867 (28 of 50)

Synopsis

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

ACN: 1517865 (29 of 50)

Synopsis

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

ACN: 1517573 (30 of 50)

Synopsis

Air carrier Captain reported two passengers were removed from the aircraft before departure because of safety concerns.

ACN: 1516785 (31 of 50)

Synopsis

Air Carrier flight crew reported being fueled improperly leading to a fuel balancing issue in flight.

ACN: 1516706 (32 of 50)

Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.

ACN: 1512544 (33 of 50)

Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

ACN: 1511631 (34 of 50)

Synopsis

Air carrier First Officer reported breakdown of automation management and CRM during initial approach.

ACN: 1509813 (35 of 50)

Synopsis

A320 First Officer reported that one of the flight attendants encountered an unruly passenger during boarding that resulted in the passenger being removed.

ACN: 1507590 (36 of 50)

Synopsis

B767 Captain reported inadequate rest for a long flight due to loud passengers seated near the crew rest area.

ACN: 1503082 (37 of 50)

Synopsis

A320 first officer reported that a disturbance in the cabin caused a distraction that resulted in a deviation from the descent profile clearance.

ACN: 1500004 (38 of 50)

Synopsis

Air carrier Flight Attendant reported that Federal Air Marshals were allowed to board prior to the crew boarding.

ACN: 1498680 (39 of 50)

Synopsis

An air carrier Captain reported that a male passenger had groped a flight attendant. A decision was made to divert and have the passenger removed by law enforcement authorities.

ACN: 1498651 (40 of 50)

Synopsis

A B737 flight crew reported a serious unruly passenger incident while at cruise altitude. The individual was subdued, and the flight continued to the destination airport, where law enforcement personnel were waiting.

ACN: 1497442 (41 of 50)

Synopsis

B777 Flight Crew reported that an unexpected autoland due to a change in weather, resulted in a shorter approach and insufficient time for Flight Attendants to secure carts, one of which struck a passenger.

ACN: 1484156 (42 of 50)

Synopsis

A321 Flight Attendant reported she wanted to reseat a passenger who was using a cane from the emergency exit row, but was overruled by customer service.

ACN: 1479249 (43 of 50)

Synopsis

Air carrier flight crew reported a return to the gate at LAX after an intoxicated passenger refused to stow an oversize bag.

ACN: 1471419 (44 of 50)

Synopsis

A twin engine piston pilot reported a passenger grabbed the controls multiple times after being told to stop and asked for Police to meet the flight. However, upon landing the Police went to the wrong gate.

ACN: 1471209 (45 of 50)

Synopsis

Deadheading Flight Attendant reported the screening process for emergency exit row passengers which only requires an affirmative answer to the question "are you willing and able to assist in an emergency?" The passengers in question were obviously not able.

ACN: 1469450 (46 of 50)

Synopsis

An Embraer ERJ-175 Captain reported they returned to the gate due to an intoxicated/ill passenger.

ACN: 1463822 *(47 of 50)*

Synopsis

Air carrier flight crew reported a 3 hour 15 minute delay opening the aircraft door due to ramp closure for lightning strikes. As a result of this and prior reroutes, the crew exceeded the FAR allowable flight time.

ACN: 1463630 *(48 of 50)*

Synopsis

B737 Flight Attendants reported questioning Company Operations and the Captain's decision to depart with a group of intoxicated passengers.

ACN: 1462045 *(49 of 50)*

Synopsis

Air carrier flight attendants, with a Mexico City destination, reported an emotional service monkey on board the aircraft which caused the plane to be quarantined.

ACN: 1459683 *(50 of 50)*

Synopsis

Two A320 flight attendants reported an encounter with a passenger and their efforts to keep her calm and in her seat until the aircraft landed safely.

Report Narratives

Time / Day

Date : 201812

Place

Altitude.MSL.Single Value : 37000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Boeing Company Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 102

Experience.Flight Crew.Type : 1076

ASRS Report Number.Accession Number : 1605091

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

Result.Flight Crew : Became Reoriented

Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

I received a call from the Purser while in cruise flight at 37,000 ft in reference to a female passenger in seat 14E complaining about the passenger in seat 14F touching her while she was sleeping. Female passenger exchanged words with the passenger in 14F and asked him to knock it off. Female passenger was traveling with her husband who was seated in seat 14D. The female passenger traded seats with her husband.

I asked the Purser to reseat the female passenger and her husband in order to diffuse the situation that was escalating. I reviewed the FOM and based on the information that I received from the Purser, I contacted [dispatch] via ACARS and requested that Management and law enforcement meet the jet on arrival. Law enforcement detained passenger in 14F. After speaking with female passenger and her husband and extending an apology, I discovered that this incident could have been declared as a security threat level 2 vice 1.

Synopsis

Air carrier Captain reported passenger misconduct enroute led to law enforcement detaining the passenger on arrival.

Time / Day

Date : 201812

Place

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Cabin Jumpseat
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1603421
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other
Communication Breakdown.Party2 : Flight Attendant

Events

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

Assessments

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

Narrative: 1

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

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

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

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

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

Synopsis

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

Time / Day

Date : 201812
Local Time Of Day : 0001-0600

Place

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

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1602741
Human Factors : Confusion
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Ground Personnel

Events

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

Assessments

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

Narrative: 1

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

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

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

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

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

Synopsis

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

Time / Day

Date : 201812
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 : 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 : Gate / Ramp / Line
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1602680

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Hazardous Material Violation
Anomaly.Inflight Event / Encounter : Weather / Turbulence
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action

Assessments

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

Narrative: 1

After shut down and opening the main cabin door, the Flight Attendant on the flight came up saying that a passenger had told her that she needed to use the bathroom. The

passenger then went into the galley, shut the galley curtain, and proceeded to use the bathroom into a coffee cup. While trying to figure out exactly what was happening and trying to figure out coordination with Ops, the passengers deplaned. Not being able to detain [the] passenger [since] the passenger left. I called Hazmat to have them dispose of the waste and scrub the galley. I also coordinated with Ops to get everything replaced in the galley. We were ground delayed 15 min in ZZZ waiting for a wheels up. I turned off the fasten belt sign and told everyone feel free to use the bathroom while on the ground. The flight was approximately 45 min with mod turbulence, so there wasn't a chance to get the fasten belt sign off. I feel like there were ample opportunities to use the bathroom before we got off the ground.

Synopsis

Embraer Jet Captain reported Hazmat cleaning crew required to dispose and scrub galley of human waste.

Time / Day

Date : 201811

Environment

Light : Night

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1599592
Human Factors : Physiological - Other
Human Factors : Situational Awareness

Events

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

Assessments

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

Narrative: 1

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

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

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

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

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

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

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

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

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

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

Synopsis

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

Time / Day

Date : 201811
Local Time Of Day : 0001-0600

Place

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

Environment

Flight Conditions : IMC
Weather Elements / Visibility : Rain

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B737-900
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Last 90 Days : 180
Experience.Flight Crew.Type : 2940
ASRS Report Number.Accession Number : 1598327
Human Factors : Fatigue

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Other / Unknown
Anomaly.Inflight Event / Encounter : Fuel Issue
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Work Refused

Assessments

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

Narrative: 1

At XA:30 I was woken by noise and loud conversation in room next door. After about 20 minutes I got out of bed and got dressed and went to front desk to request a room change due to noise coming from next door room. I was told that the hotel was full and no other rooms were available. I advised that I would need to check out and go to another hotel if they were not able to accommodate me with a suitable quiet room.

The hotel desk person then offered [another] room. I went to the room, unpacked, and went to bed at XB:30. At XF:00 I was woken by noise that sounded like a squeaky door being opened and closed repeatedly. I assumed it was the person in the room next door and that it would eventually cease upon their departure. The noise began at XF:00 (3 AM my body clock time) and ended up persisting into the afternoon.

I tried to ignore the constant cadence of the noise that was occurring several times a minute. I was now completely awake, so I got up and went downstairs and had breakfast. I returned to my room and attempted to acquire some type of rest, but with the persistent noise, this was not possible.

I made a call to the front desk complaining about the noise and that it was interrupting my sleep. I was told that they would look into the source of the noise.

A few hours later, I got out of bed and went down to the front desk to inquire if they had any idea of what was causing the noise. As it turned out, my room was directly above the kitchen. Additionally, there was also an employee maid service door close by my room on the second floor, but I was not able to determine the source of the noise. The noise was clearly coming from some type of squeaky service door in the kitchen or elsewhere near my room where employees were constantly in and out through the door.

I again returned to my room to try to gain rest, but the noise was still persisting, so about an hour later I had one of the hotel representatives come up to my room. [Hotel rep] brought a maintenance person with him and they both were able to hear the noise in the bedroom, but were unable to identify the source of the noise. They said they would look into it further, but the noise never subsided.

I reported for my flight feeling somewhat compromised with not being able to get quality sleep. The flight was delayed due to ATC flow into ZZZ. We had been fueled to max tank fuel at the gate, but this still didn't allow adequate fuel to ZZZ due to enroute head winds combined with weather and delays at ZZZ. Additionally, the ZZZ forecast for our time of arrival showed a wind shift at ZZZ and that they would be landing south with forecast thunderstorms. I spoke with the Dispatcher and told her that the planned arrival fuel was not adequate and she concurred. A fuel stop was then planned and I advised I did not receive adequate rest to do a fuel stop and then continue to fly a second leg to ZZZ where there were delays and weather with landing RWY XXL. I spoke with a Dispatch, Operations Manager, and then later, Chief Pilot (s). Both Chief Pilots were in agreement to have me fly to ZZZ1 and then re-crew with a Captain. Upon arrival into ZZZ1, I called in fatigued and another Captain was placed on the next segment to ZZZ. The flight to ZZZ1 was busy with planning to get our landing weight below max gross and performance limits due to full tank fuel and a full plane of passengers.

Initially we were planned to fly Cost Index 10 and to bump about 25 passengers, but this

still did not allow adequate fuel upon arrival at ZZZ and we were still going to misconnect most of our passengers due to ATC flow. The preflight flight required multiple calls, with Dispatch on the ground trying to get numbers to work in order to be able to try to be able to operate the flight nonstop to ZZZ. Once that was determined to not be an option, we then looked at doing a fuel stop [at an alternate], but that wouldn't work due to being over max gross landing weight because of the boarded max tank fuel. Then, [a second alternate] was looked at, but the flight wouldn't be able to be re-crewed with a new Captain, so ultimately ZZZ1 was chosen. I made a taxi error in where I turned on Taxiway E instead of F to get to C while taxiing to runway because of my being less than mentally sharp at that point. The taxi error did not result any conflict and we turned onto taxiway C and continued to [the] runway.

We flew to ZZZ1 at FL220 to burn enough fuel to get below max landing weight. Multiple ACARS communications transpired with Dispatch regarding weights, routing, turbulence, and altitude.

At top of descent, a Flight Attendant notified us that we had a passenger issue where passengers were complaining about smelling smoke in the cabin which turned out to be a passenger that was smoking in the lavatory on several different occasions during the flight, so that issue had to be addressed and resolved during the descent while at the same time we were trying to determine landing performance data because of encountering icing conditions in the descent along with setting up for a bleeds off landing due to being performance limited.

By the time we arrived ZZZ1, I was very tired and not able to select Fit For Duty to continue the next leg.

This was not an ordinary, everyday flight with all of the factors involved with it being a fuel stop with a 737-900ER where we had to make sure we were below max gross landing weight along with being below performance landing/go around limits.

Another Captain was in the jet bridge waiting to take the flight to ZZZ, so there was no delay in re-crewing a new Captain; however, the next leg from to ZZZ incurred a flow delay on the ground in ZZZ1. I went to the hotel at ZZZ1 Airport, checked into a room exhausted and went to sleep. Thank you for your time in reviewing my Operational Fatigue report due to hotel conditions which created a fatigue situation where I was unfit to safely operate a second flight late into the night and early into the morning into ZZZ with weather constraints.

Synopsis

B737NG Captain reported calling in fatigued following a poor night's sleep in a noisy hotel.

Time / Day

Date : 201811
Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZZ.ARTCC
State Reference : FO
Altitude.MSL.Single Value : 38000

Aircraft

Reference : X
ATC / Advisory.Center : ZZZZ
Aircraft Operator : Air Carrier
Make Model Name : Widebody, Low Wing, 2 Turbojet Eng
Crew Size.Number Of Crew : 3
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1592746
Human Factors : Time Pressure
Human Factors : Other / Unknown

Events

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

Assessments

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

Narrative: 1

Captain was informed of disruptive passengers. Passenger was not obeying Flight Attendant commands, sexual assault on [other] passengers and appeared intoxicated. Captain went for toilet break and to discuss issue with Chief Purser. The Passenger quickly rushed forward and violently attacked Flight Attendant standing by door 1L, and then tried to open door 1L while in flight. Flight Attendant repelled attack and 2 other Flight Attendants restrained the Passenger. Captain informed passenger to stop actions and he was escorted to seat 1L. Captain ordered Tuff Cuffs on passenger's wrists and ankles. Captain recorded saying cuffs were not too tight and he was comfortable. 5 passengers in 1st class were very upset and feared for their safety. Captain ordered one First Officer to guard the passenger (Flight Attendants were short staffed) as he was violent, unpredictable and would not follow commands. The Passenger escaped from wrist cuffs and several times tried to get up to continue his deadly rampage. The Passenger from Economy section was used to help guard passengers (no Flight Attendants were available as they were short staffed) while pilots did required duties. Flight Attendant was injured but did not require medical attention At That Time, but was visibly shaken. Flight landed safely and no fatalities or damage to aircraft. [Foreign] Police would NOT board plane and said there was NO holding facility, ZZZZ station manager 3 times told Captain that [company] could NOT force passengers back to department station or hold passengers. The Passenger is dangerous, violent and unpredictable, but was released and continued on another flight....

Synopsis

Air carrier Captain reported an altercation with a hazardous passenger.

Time / Day

Date : 201810
Local Time Of Day : 1801-2400

Place

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

Environment

Light : Daylight
Ceiling : CLR

Aircraft

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

Person

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

Events

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

Assessments

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

Narrative: 1

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

Synopsis

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

Time / Day

Date : 201810

Place

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

Environment

Flight Conditions : IMC

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 : Parked

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 11190
Experience.Flight Crew.Last 90 Days : 160
Experience.Flight Crew.Type : 7221
ASRS Report Number.Accession Number : 1587601

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : First Officer
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1587603

Events

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

Assessments

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

Narrative: 1

Prior to boarding, noticed two individuals in jetway boarding early. Bearded and wearing what appeared to be biker leather vests and one of them dropped the f-bomb while laughing and walking down jetway. At this point I thought they might have just been enjoying a few drinks in the bar while waiting on our two hour delayed departure, but was not very concerned since nobody else was in the jetway. Agents were very motivated to try and turn the aircraft quickly to salvage connections. Told First Officer that biggest threat right now was the the time pressure being applied. To mitigate that we would take our time and methodically accomplish preflight items and checklist and go only when we were ready. They agents were pushing to get everyone boarded and door closed asap. As boarding was concluding (last 10 passengers boarding), the lead FA (Flight Attendant) advised that we might have a problem. Two individuals with military ID's had boarded early and appeared to be intoxicated. He was not sure if this was going to be a problem? Shortly thereafter, the other FA came up to express that the passenger in XXC who boarded early was slurring words and potentially disruptive. He was concerned that this individual might become problematic during our 3+hr flight and wondered why agents had boarded passengers in this state. I asked them if they were comfortable and they hesitated in responding so I asked to have CSR (Customer Service Representative) go back and assess condition of passengers. If he was intoxicated then I conveyed we would not be taking him. While agent was going back to check on passengers, held further discussions about pitfalls of taking passengers with First Officer and FAs. Also contacted [company] to briefly advise of situation. Agent returned to cockpit, and provided update. I conveyed that we would like passengers deplaned based on his prior actions and statements and concern expressed by FAs. At this point passengers came from XXC to front of cabin. As agents and FAs were talking with him to essentially convince him why he should deplane, he asked to speak to the Captain. I could see the situation escalating from my seat and cell phone cameras were coming out. I told FA or CSR that I'd be happy to chat with him in the jetway but not on the aircraft. He declined that invitation and refused to get off the airplane. At that point the decision to remove him from the flight was clear. The friend who was traveling with him (XXC had told FAs the other gentleman who boarded with him was his brother, but we later learned this was false. They had met in the bar approximately 4 hours prior) was able to convince him to deplane. At some point during this event the CRO (Complaint Resolution Official) showed up to deescalate the situation and was apparently met with resistance by one of the CSRs. passengers voluntarily deplaned and we pushed and departed. [Later] Dispatch asked us to come up on Commercial Frequency. Once connected we learned that passenger in XXC, after being removed from flight, allegedly made statement to CSR in boarding area that there was [an object] on board our flight in the bag he checked and that this could be considered a potential Level 3 security threat if he was considered credible (second criteria used to determine legitimacy of threat). Conferenced with [company], and Corporate security and

consulted with Lead FA. After all available and reviewing threat Levels, requested recommendations and input from all parties. Determined that the threat was not credible. Switched off Wifi to prevent social media event and to contain the situation.

Narrative: 2

Removed drunk passenger off plane during boarding. During our final climb segment, a message from the company to contact them was received. Drunk passenger, that was kicked off our plane, made a threat to the gate agent that there was [an object] on the plane that he had been kicked off of. Captain immediately transferred controls and radios to me (FO) to contact [operations]. Drunk passenger had a checked bag still on flight in the cargo compartment (TSA screened). After much consideration, the inflight security coordinator (Captain) made the correct decision, in this situation, to continue on to [destination]. I think the Captain did an excellent job in this situation.

Synopsis

A320 flight crew reported an unruly/intoxicated passenger that was deplaned later claimed that there was an object in checked luggage. Threat was determined not to be credible and flight continued to destination.

Time / Day

Date : 201810
Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 36000

Environment

Flight Conditions : IMC
Weather Elements / Visibility : Thunderstorm

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 : Climb
Airspace.Class A : ZZZ

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Type : 1423
ASRS Report Number.Accession Number : 1585077

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude
Anomaly.Deviation - Speed : All Types
Anomaly.Inflight Event / Encounter : Weather / Turbulence
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Regained Aircraft Control
Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Weather
Primary Problem : Weather

Narrative: 1

Pre-brief. I briefed and directed all flight attendants to remain seated until I called to allow them to begin service. I also reviewed the [turbulence guidance] commands and procedures with all flight attendants together. This occurred in the [gate] jetway prior to boarding the airplane and was driven by the unusual [local] weather.

Pre-departure passenger announcements. I personally greeted the passengers in first class and explained directly the flight attendants would delay their service to them as much as 20-30 minutes. I made a PA announcement to the entire airplane while standing near Row 1 so all passengers could see me. During this welcome announcement I stated, "When I turn on the seatbelt sign, I'm serious! Don't get up. If you wake and see the sign is on, stay seated. This is for your safety and the safety of my flight attendants." This announcement is standard for me, and I vary it only as conditions differ from flight to flight.

Departure. My FO (First Officer) and I tuned the radar on to view activity to the east while holding short RW XXR. We both varied the tilt and range and concluded we didn't see anything significant in our path out to 160 NM. Turbulence was light to occasional moderate throughout the departure, and we noticed most of the buildups were absent from radar and could see nothing of concern throughout the turn to the east.

We were filed 27,000 initially, but ATC advised the smoother rides were higher. We requested 35,000 based on reports and airplane performance. Light and occasional moderate turbulence remained throughout. At level off, we continued to individually assess radar and limited visual cues for storm position, height, and intensity. ATC offered direct ZZZ1, but I declined the offer until we could confirm this routing with dispatch. Based on tilt position and visual cues, it appeared all storm activity was below 35,000 by more than 5,000 feet. However, performance allowed 36,000 so requested and were cleared block 35- to 37,000. We climbed to 36,000. Rather than engage Econ Climb/Cruise, we selected speed 280/.76.

The event. At one point the air began to smooth, but could see there was one line of storms remaining. I made the PA announcement for everyone to remain seated and warned we have another set of bumps to pass. As we approached the weather, it appeared to have "exploded" in front of us and I thought we would be right at the tops. However, within seconds we were completely engulfed and turbulence increased to continuous moderate with occasional severe.

I monitor the flight attendants on the interphone routinely. At this time the FA (Flight Attendant) at 2L called the Purser and advised her a woman got up to the lavatory. She also stated that they yelled at her it wasn't safe and to return to her seat. However, the woman continued to the aft lavatory. While she was in the lavatory, turbulence shot up to continuous severe and I disconnected the autopilot to maintain pitch and power (auto throttles remained armed, but I physically guarded them). Airspeed fluctuated from stickshaker to clacker, and altitude dropped to as low as 34,800 feet. Event seemed to last

two minutes or more.

Once we exited the weather, I confirmed with flight attendants they were good and asked the status of the passenger. They reported they were fine, but the passenger suffered a cut to the forehead. When it was safe for any medical help to leave their seats, Purser requested passengers with medical training to identify themselves. A fire battalion chief and family member fire paramedic responded to the call, treated the woman, and fed information to me that I passed to Medlink. Two male passengers also complained of neck pain. Medlink recommended three Tylenol for each passenger and one Benadryl for the male passenger who vomited.

Note: neither Tylenol nor Benadryl are labeled as such in the medical kit and caused confusion to the flight attendants.

It took about an hour from the time I could allow first responders to leave their seats to the time I was fed information to pass to Medlink. After several frequency attempts to contact dispatch through ARINC, Medlink confirmation to continue and offer the medication was finally received. Medical personnel met us at the arrival gate and escorted all three injured passengers off the airplane.

Synopsis

B737 Captain reported severe turbulence as well as issues with the medical kit used to administer first aid to passengers injuries.

Time / Day

Date : 201810

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1582628
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other
Communication Breakdown.Party2 : Flight Crew

Events

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

Assessments

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

Narrative: 1

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

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

Synopsis

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

Time / Day

Date : 201810

Place

Altitude.AGL.Single Value : 0

Aircraft

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

Person

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

Events

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

Assessments

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

Narrative: 1

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

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

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

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

Synopsis

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

Time / Day

Date : 201809
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 : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1580450

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Security
Detector.Person : Gate Agent / CSR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Prior to boarding, agent advised crew of a passenger who had shown signs of disruptive behavior in waiting area. Agent said "He is a very big guy, who had outbursts in the waiting area. He was told to sit down and wait quietly. This passenger is traveling with his

family, (mother, grandmother and another female) he may have some mental disabilities and we gave him the last row of seats 33D,E,F. He should be fine to fly." He also stated that he had not interacted with the passenger and was relaying the message from boarding agent.

Crew asked to speak with boarding Agent that had interacted with [the passenger]. Boarding Agent stated that while in the airport lobby [passenger] was pacing and projected to his mother "Mom do I need to take my medication." Captain advised the agents to contact Medlink regarding medication concerns as well as the stability and suitability for safe travel.

Agent returned with a printed medical release stating passenger was on schizophrenia medication from personal doctor and Medlink said he was cleared for travel.

C FA (Flight Attendant), takes out flex cuffs and leaves out for flight in aft galley, A FA does the same in forward galley. (prior to taking off).

When passenger boarded the A FA was asked by [passenger] where his seat was. A FA escorted passenger toward last row. This was at the end of boarding so the overhead bins near row 33 were full leaving [passenger] to stow his bags at 25ABC. [Passenger] could not understand why his bag needed to be stowed away from his seat and would not take direction from A FA. [Passenger] yelled to his mother seated at 32D to move several times. After explaining multiple time that there wasn't room he finally placed bags in overhead.

B FA, Briefs 2 ABPs (Able Bodied Passengers) to assist if needed. (Prior to take off).

[There were] multiple outbursts and incidences throughout the flight left Captain mapping closest airports and peeping for threat levels. [Doctor on board] Believed that [passenger] was in a manic state of his Schizophrenia. Doctor offered to sit with [passenger] if needed. [Passenger] had multiple outbursts during the flight including storming up the aisle yelling at a passenger seated around row 22-24. Yelling at people who were waiting to use the bathroom. Yelling for people to put on seatbelts. Stating that he didn't like blondes. Stating he didn't want D FA to come near him. Became more aggravated if his family talked to him *This is just to name a few*.

As a crew we defused many potential situations during the flight which could have escalated quickly. I honestly don't think we could have put flex cuffs on [passenger] without being seriously injured. The fact is, we took out Flex-cuff restraints and prepared ABPs before we even left the ground because of Medlink's clearing an unstable passenger to fly. [Passenger] is currently an unstable passenger who should not fly without an advocate able to defuse potential escalation of his diagnosis and can restrain him if needed.

Our crew handled a situation that didn't need to exist. [Passenger] needs more assistance than family traveling with him for future travel.

Cockpit interaction as follows:

We were brought into the matter prior to boarding when the A FA said we needed to hear what they had just learned about a passenger. There was little to go on at first until we were able to talk directly to the agent that had witnessed the behavior. As soon as I heard that the passenger was on medications I asked the agent to contact Medlink to make an

assessment. The agent returned with a photocopy of a letter from a Doctor authorizing the passenger to travel and a report that Medlink cleared the passenger to travel. None of the crew had seen the passenger yet and we were informed that the passenger was traveling with his family but that he "didn't like them". We had a crew brief regarding the situation and came to a consensus that we were ok with the passenger traveling but that we were going to take precautions. I asked the crew to be vigilant and to think in terms of Threat Levels. I also encouraged them to call us at anytime there was a problem including below 10,000 feet. Upon boarding the passenger, the A FA got my attention to see him. He was in his 20's to 30's perhaps but well over 6 feet tall and of medium build. Another brief with the crew for selecting ABP's.

As can be seen in the previous narrative, there were several incidents that generated calls to the cockpit. While each of them was diffused, the atmosphere for all of us was that of a ticking bomb. It wasn't "if" but "when" for the 6 hour flight. While the crew was handling the various events in the back, [First Officer] and I briefed likely Threat scenarios and divert locations. As we approached [destination], I sent a message to Dispatch advising of passenger situation and the need to have Supervisor meet the plane. Upon radio contact with [destination] I confirmed they had been informed by Dispatch and that a show of force was not a good idea due to passenger's size and seating location in the rear of the jet. No further incidents after landing. Crew debriefed with Supervisor and Agent.

The post flight debrief gave us the opportunity to review what we did and what we would do in the future. Crew worked well together but came to the conclusion that we would not put ourselves in that situation again. Had it not been for Medlink clearing passenger to fly, he would have been left at the gate.

Synopsis

Air carrier Captain reported that a passenger who was approved to fly displayed disruptive behavior before and during the flight.

Time / Day

Date : 201809
Local Time Of Day : 0601-1200

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
ASRS Report Number.Accession Number : 1577603

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Hazardous Material Violation
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Took Evasive Action

Assessments

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

Narrative: 1

Woman [passenger] was very rude to B Flight Attendant and threw a dirty tissue at face. This was considered an assault with a Bio-hazard object. We had the passenger removed. We got off the gate late because the Gate Agent was dragging her feet to remove the passenger.

Synopsis

Flight Attendant reported unruly passenger threw soiled tissue at flight attendant.

Time / Day

Date : 201809
Local Time Of Day : 1801-2400

Place

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

Environment

Flight Conditions : Marginal

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : EMB ERJ 190/195 ER/LR
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Commercial
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Total : 12000
ASRS Report Number.Accession Number : 1576978
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Other
Communication Breakdown.Party2 : Ground Personnel

Events

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

Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Took Evasive Action

Assessments

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

Narrative: 1

After a 2 hour weather delay, passengers boarded for our flight from ZZZ to ZZZ1. The main door was closed and the jetway was pulled from the gate. A female passenger wanted to deplane. I called Operations and informed them we had a passenger that wanted to deplane. The jetway was pulled up and the passenger deplaned. Before the jetway pulled up, the passenger was exhibiting erratic behavior and wasn't sure if she wanted to stay on the airplane or deplane. She also switched seats on the aircraft. She told the Flight Attendant in the front of the airplane that she was homeless and had nowhere to go when she got to ZZZ1. I thought that was strange in and of itself. She (passenger) then said she needed her checked bag, but then decided that it was ok if her bag went to ZZZ1 and she didn't. Again, a very strange request from a person who just said she was homeless.

The Flight Attendant didn't know her name because she had switched seats along with other passengers. The flight was half full. I was then queried by the ramp personnel if I had her name and checked bag tag ticket number, so the bag can be pulled from the cargo hold. I did not. I did not have her name and the Flight Attendant did not either. There was a [few] back and forth [between] Ops [and] the ramp personnel to go without her and keep the bag on the aircraft. [However], the Ramp could not locate the bag because they had no ticket number or name. At first, they wanted it removed and then they didn't. At this point, I didn't have the passengers name and neither did the Ramp or Operations. I was not comfortable keeping the bag on the aircraft not knowing the passengers name and her erratic and inconsistent behavior.

At one point, I was told by Operations that she was a fare jumper and it was okay if her bag went to ZZZ1. I informed Operations I was not sure what a fare jumper was and I would like the bag removed because there was just too many inconsistencies with the passenger's story and everyone's inability to produce the passenger's name. I only found out from ground personnel [her] last name. I then looked up the passenger's last name and I was able to produce the name for this report and the aforementioned.

While the Company Operations Manual states that a passenger's bag can travel without the passenger domestically, there were too many unknowns with the passenger and I exercised Captain's authority and had the bag removed. I was being asked by Operations to depart and they assured me it was okay to go, but yet could not produce the passenger's name. That was not adequate for me.

Captain's authority in this situation was crucial to making a last stand for a passenger exhibiting erratic behavior and a very inconsistent story for her wanting to deplane. It is paramount that Captain's authority be maintained to avoid the loopholes and the willingness of Operations to get the aircraft off the gate ASAP. I felt it was a safety issue and I was not comfortable keeping the bag on the aircraft.

Any passenger who is unsure about boarding the aircraft should be met by the Ground Crew Security Coordinator.

Synopsis

Embraer ERJ Captain reported that a passenger deplaned and wanted to leave the luggage on the aircraft.

Time / Day

Date : 201809

Place

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

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Other
ASRS Report Number.Accession Number : 1576497
Human Factors : Distraction
Human Factors : Communication Breakdown
Human Factors : Time Pressure
Human Factors : Troubleshooting
Human Factors : Situational Awareness
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

After the last passenger was seated, I waited until the A [Flight Attendant] finished her Opening public address and held the Safety Information Card and gave the Over Wing Exit Emergency Briefing to the aft over wing exit doors. All passengers in that area responded with a verbal YES that they are willing and able to assist in a possible evacuation. Then, I moved to brief the forward over wing exit seats. When I asked for a verbal confirmation that they were willing and able, the man in seat F said NO. Then, his wife hit him and told him he was supposed to say yes. He quickly corrected himself and said YES, explaining he couldn't hear me over the music. The lady in seat C said she could hear me both times when I briefed and she has a hearing aid. I was concerned he wouldn't be able to hear Flight Attendant commands during a real evacuation, so we talked about the exit doors and I asked him questions about the doors from the briefing. He did not seem to understand or hear me well enough to carry a conversation from 3 people away. I told him no problem I can reseat him in an available aisle seat. His wife got upset and asked me why several times, and they told me they would not move. They became very combative and argued when I answered their questions.

I needed to finish my briefing and asked the rest of the passengers in the row if they were willing and able and everyone else said YES, except a man in seat A who said I DONT KNOW and he doesn't understand how the door operates. I explained how to open the door and referred him to the safety information card and directions on the exit door as a visual reference. He asked me where the life vest was and seemed confused what to do. I told him it was under the seat. He had his hands out in front of him and shook them like he didn't understand. I told him no problem we have another aisle seat he can sit in that would make everyone more comfortable. Neither man would voluntarily move seats, even when I hit the call light and got help from [another Flight Attendant]. At this point, the fact that they could not follow flight attendant directions concerned me more in the event of an evacuation. Together, [the other Flight Attendant] and I went up to the forward galley to ask for a Supervisor and talk about the situation as a crew. When the Supervisor arrived, she asked me where the passenger was and I walked her out to the row and showed her the two men. She asked them if they were okay to sit there and then told me we're good. Before I could talk to her about what she said and their response, she closed the forward door and pulled the jet bridge back.

Supervisors do not determine if a passenger is willing and able to sit in an exit row seat. CRM needs to occur without pressure to push the plane.

Synopsis

Flight Attendant reported problems with emergency row passengers and a Customer Service Representative not moving the people out of the emergency row.

Time / Day

Date : 201809

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 700 ER/LR (CRJ700)

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

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1575155

Human Factors : Distraction

Events

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

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness

Anomaly.Deviation - Procedural : Security

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

Result.Flight Crew : Diverted

Assessments

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

Narrative: 1

Inside the terminal walking to our airplane we noticed an older man who appeared to be intoxicated. Later we became aware that he was going to be one of our passengers when one of the FA's (Flight Attendant) told us he was on our flight. She alerted us to that he was drunk and that he could not go.

As we were discussing this a [Supervisor] comes down to the airplane and told us that the man in question had been communicating with the airport police and the airport police told the [Supervisor] that the passenger in question was not intoxicated, but had been to detox and that was why he acted differently. With this information in hand we saw no reason for why he should be denied the flight.

We depart with no issue but halfway through the flight we get a call from one of the flight attendants. The passenger in question had become unruly and had asked for alcohol. He said that if he did not get alcohol he could have a stroke. At this point the FA call was more of an informational call to keep us updated on what was going on in the passenger cabin.

10 minutes later the flight attendant called us again using the emergency call button and then tells us that the passenger stood up and was interfering and was pulling his shirt off. He had also earlier expressed to the passenger next to him that he was considering suicide. As we understood it during the call there was a dead heading pilot and passenger that helped to restrain the passenger.

After the flight attendant call we expeditiously diverted to ZZZ. Authorities and medical assistants met the airplane. The passenger was taken off the airplane.

Unruly, unpredictable passenger.

It is a hard call. The police said he was not intoxicated. The [Supervisor] relayed the information. We were busy with readying the aircraft for safe flight. We trusted both the Police and the [Supervisor].

Synopsis

CRJ-700 Captain reported an intoxicated passenger, whose erratic behavior in flight resulted in the flight diverting to the nearest suitable airport.

Time / Day

Date : 201808

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1571026

Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Passenger boarded the plane, [and was] assigned a seat in the exit row. A Flight Attendant completed the exit row verification and notified myself and ISM (In-Transit Service Manager) of the man in the exit row appearing to have characteristics of being visually impaired. [The] Flight Attendant again verified with the passenger if he was willing and able, and he again agreed. The My Flight app did not register him as a passenger with disability. Supervisor came on board and told us we cannot identify a customer by his/her own disability, then adamantly told us to comply. We notified [the] Captain and let [the] passenger remain in the exit row. During the flight, I observed his visually impaired

characteristics. While handing out customs forms, [the] passenger asked if I could assist him will filling out his form. I physically filled out his form and had to physically show him where to sign. He signed in the middle of the document.

Synopsis

Flight Attendant reported there was a visually impaired person sitting in an emergency exit row.

Time / Day

Date : 201808
Local Time Of Day : 0001-0600

Place

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

Environment

Flight Conditions : VMC

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Commercial
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Type : 1137
ASRS Report Number.Accession Number : 1570377

Events

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

Assessments

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

Narrative: 1

This report documents an incident of smoke observed and fumes detected in the cabin approximately five minutes prior to closing the cabin door for departure.

I, Captain, was contacted and advised by Flight Attendant, that a customer seated in 23F had reported to her that she had observed smoke rising along the side wall of the cabin interior and that she had detected an odor consistent with something burning. Additionally, customers seated in the same row of the reporting customer in 23F, as well as in 22DEF reported similar observations. FA (Flight Attendant) stated she briefly observed smoke in a formation she described as similar to cigarette smoke. I responded to the incident location to investigate. Upon arrival, I did not observe smoke. However, as I approached 23F, I detected a faint odor consistent with electrical combustion. Based on my observation and the statements of the aforementioned customers and FA, I made the decision to deplane all customers. I then contacted [Maintenance] and briefed the Maintenance Controller of our status and concerns. Upon arrival, a Maintenance Technician initiated a smoke and fume investigation of the aircraft. Upon determining the results of the initial investigation to be inconclusive, the Maintenance Controller suggested contacting and interviewing customers seated in 23F and 24F regarding the location and contents of their carry-on property.

I returned to the boarding area of the terminal and requested Supervisor page customers assigned to 23F and 24F and request that they come to the service counter with their belongings. Since the reporting customer was seated in 23F and we were concerned about property belonging to and stowed under 23F by the customer assigned to 24F, I initially contacted and interviewed the customer assigned to 24F. I introduced myself and explained I was concerned for her safety, as well as that of the entire flight. I observed she was in possession of a backpack. I asked her where her backpack had been stowed and what items she had in her backpack. She stated she had stowed beneath 23F, and, that among other items, it contained an e-cigarette, but stated she had turned it off. I asked if she would voluntarily open her backpack. She answered affirmatively and did so. As I looked inside her backpack, I detected an odor similar to the odor I had detected during initial investigation in the incident location of the cabin. I then introduced myself to the customer assigned to 23F and asked if she could smell the interior of the backpack and inform me if she smelled anything familiar. She did so and immediately, without hesitation, stated she detected the identical burning fume odor she had detected in the cabin.

From the aforementioned statements and observations, I determined the cause of the smoke and fumes was customer 24Fs e-cigarette. In an effort to resolve the matter and ensure the safety of flight, I asked the customer assigned to 24F to take her belongings back through the TSA security check point for re-screening. Additionally, I asked the Supervisor to attempt to persuade 24F to voluntarily relinquish her e-cigarette, which she did without incident.

[Flight] was subsequently re-boarded. After an approximately two [hour] delay [flight] departed ZZZ and arrived in [destination] without further incident.

Synopsis

A320 Captain reported a passenger's e-cigarette in their carry-on caused concern which resulted in deplaning and a smoke and fume investigation.

Time / Day

Date : 201807

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 700 ER/LR (CRJ700)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1565398

Human Factors : Distraction

Human Factors : Time Pressure

Events

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

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 : Police / Security Involved

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

On board the airplane were 3 juvenile delinquents in restraints each with an escort, who were not Law Enforcement Officers (LEOs) and not armed. During descent the Flight Attendants (FAs) called to say that one of the juveniles had started an altercation with the escorts. He was head butting and body shoving them into the seats and overhead bins. 2 of the escorts had managed to restrain the juvenile in his seat but were having to physically hold him in place. Because of the way they were doing this they were partially blocking the aft FA jump seat. The FAs said the escorts would hold him in place for landing and that they had Able Bodied Passengers (ABPs) willing to help if needed. I called ahead to have law enforcement meet the airplane, made sure the First Officer was ready for landing and then called back to the FAs. I asked the FAs to make sure the escorts would be ready for landing while restraining the juvenile and checked with the FAs to make sure they were ready. They both stated it would not be safe for the aft FA to occupy the aft jump seat as the juvenile and escorts were in the last row and partially blocking it. They said there was no open passenger seats and asked me what I wanted her to do. Since the situation seemed to be handled, no other passengers appeared to be involved and ABPs willing to help, I had the FA sit in the flight deck jump seat. At the gate, all passengers were deplaned before the juvenile was escorted off by law enforcement. I failed to remember that a level 2 threat required a lock down of the flight deck. I was too focused on the FA's safety for landing and not the possible repercussions of, even momentarily, opening the flight deck door.

Synopsis

CRJ-700 Captain reported an altercation in the cabin involving a juvenile prisoner and an escort, law enforcement personnel met with the aircraft.

Time / Day

Date : 201807

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Crew Size Flight Attendant.Number Of Crew : 1

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1564833

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : Police / Security Involved

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

I asked Passenger X in Seat 3C that he please check his large carry-on bag at the gate. He immediately responded that he was a frequent flyer and didn't have to. I asked him politely stating that it was FAR procedure that bags that size be checked (it was over 21 inches in height and rather wide). He got belligerent and said he would be talking to the airline about the poor treatment. I apologized, stating that I was following procedure. He checked his bag and immediately came back saying he was being abused and that I had been yelling at him. At this point, I asked my Captain to see if there was anything he could do to alleviate his mood. My Captain politely talked to him, and the passenger sat down.

Once everyone was on board and I got my final, I immediately did my announcements, count, and shut the door. When I did service, I asked him what he wanted and had him repeat it so I was certain I got it right. I then offered him his complimentary drink or snack because he was entitled to it. He got the [snack] box. I finished service, did a trash run, and as I am eating, he ripped back my galley curtain and demanded that I talk to the guy behind him who was rudely kicking his seat to not, because he should be allowed to keep his seat back. I nodded, and asked the guy behind him in [4C] to refrain from kicking him. It was painfully obvious that he wasn't doing it on purpose. The passenger in question was 6'5 and well over 350 pounds. He was just too big for the seat and was pressing against it, because his legs had nowhere else to go. I offered the passenger in 4C a different seat away from him and the passenger declined calling Passenger X an entitled baby and that he wasn't interested in moving for him. I did not respond in any way to the name calling, as I did not want to further gain Passenger X's ire, but I was very polite to both of them. About 25 minutes to landing, Passenger X asked for coffee. I told him we ran out, but offered to make him some. He declined.

Other passengers remarked about his rude behavior and apologized to me. I didn't respond because it is unprofessional to do so. One woman told me I had the patience of a saint. Upon departing, he told the Gate Agent that I was drunk and rude. The Gate Agent talked to me and I explained that he was upset with me. She remarked that I definitely didn't seem drunk, just very happy go lucky.

I boarded for the next [flight]. After shutting the doors, I started to do my safety announcements. I get a call from my Captain and notice the police are waiting. He had called the police and told them I was intoxicated. I don't drink. I haven't had alcohol in over 20 years. I explain this to the police and give them a statement and all my identification and information. I tell them I will fully cooperate with them and I am willing to give blood, pee in a cup, and take a drug or breathalyzer test. The police tell me I definitely do not appear to be drunk or on anything, but they must do a breathalyzer on me to document it. I absolutely complied immediately. I am given a breathalyzer and it comes out 00. The police apologized and I immediately go back to work.

I will say that I am absolutely distraught that I was put in this situation. I am a very energetic and enthusiastic individual when it comes to doing my announcements. I am disheartened that my manners were misconstrued in anyway as I try to be as completely professional and polite to everyone I meet. I usually have a great time with my passengers and they always come out of my plane with a big smile on their face. I regret that I was unable to please this passenger at all, but I did everything within guidelines of behavior and professionalism. I really don't know what I could have done differently, except try to accept a bag that was too big for the bin.

Synopsis

Flight Attendant reported a passenger became rude and disruptive after having to check in his carry on bag that was too big for the overhead bin.

Time / Day

Date : 201807
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 : Bombardier/Canadair Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked

Person

Reference : 1
Location Of Person : Gate / Ramp / Line
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1560166

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Weight And Balance
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Deviation - Procedural : Hazardous Material Violation
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Work Refused
Result.General : Maintenance Action

Assessments

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

Narrative: 1

I received CLR (Cargo Load Report) with motorized mobility aid - lithium ion battery aft cargo compartment circled with no aft cargo weight listed. I inquired the rampers and they said there was a mobility aid scooter in the back and they didn't know the weight or if the battery was still installed. The gate agent asked the passenger about the device and they said the lithium ion battery was installed and could not be removed. I reviewed the FOM dealing with mobility aid device batteries. I had the gate agent inform the passenger that battery would have to be removed from the mobility aid, and they would need to carry the battery with them under the seat in front of them. The passenger said the battery could not be removed, and that they could not travel without it. They decided to get off the flight. More training for rampers to recognize hazardous materials and to properly record cargo.

Synopsis

CRJ Captain reported HAZMAT procedure violation due to a mobility aid with a non removable lithium ion battery in aft cargo.

Time / Day

Date : 201807
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : MIA.Airport
State Reference : FL
Altitude.AGL.Single Value : 0

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Total : 14500
Experience.Flight Crew.Last 90 Days : 270
Experience.Flight Crew.Type : 1496
ASRS Report Number.Accession Number : 1558502

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Security
Anomaly.Deviation - Procedural : Hazardous Material Violation
Anomaly.Ground Event / Encounter : Other / Unknown
Detector.Person : Gate Agent / CSR
Detector.Person : Flight Crew
When Detected : Pre-flight
Result.General : Work Refused
Result.General : Maintenance Action

Assessments

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

Narrative: 1

During boarding the gate agent informed me that a passenger had mistakenly put their laptop in a bag, and then gate-checked the bag. When I found out about this, the bag had already been removed from the jetway and was in the cargo hold of the airplane. Of course, there was now a problem. I can't have a Li-ion battery in the cargo compartment, and because the gate check bag had left the jetway the only way to get it plane side it per policy (and TSA, presumably) is to send it through baggage claim and the security checkpoint. Unfortunately, I knew of no way around this policy. In an effort to find a workaround, I called the Chief Pilot [who then] consulted with corporate security, and informed me of the following: "Yes, from corporate security per the letter of the policy, that is correct" [paraphrase begins] However, if you saw fit to look the other way, and have the bag brought up and have the passenger be supervised while their laptop was retrieved, you could be assured that the bag was still safe as was the laptop." When I asked if I could get either an ACARS message or an email from corporate security stating this, laughter was the answer with a quick dissembling that "well, no, we can't do that." And there's your answer. I did get a great suggestion from my First Officer (FO), who suggested that if a TSA person could come down from the TSA checkpoint (about 100 feet from the gate) and monitor the proceedings and rescreen the bag right there, that might be acceptable. While not clearly in the policy, this is a clear way to get the bag screened. The gate personnel informed [us] that this would take way too long, if it was possible at all. As far as I know, no effort was made to try this. (I could be completely wrong here though). At this point, my options were limited. I did, however, have three gate persons (at least one supervisor, and one gate agent, not sure of the third's status) standing on the jetway and in my flight deck telling me that "we do this all the time, if a passenger accidentally checks medication or needs something else that is time-critical." Also, I was informed by the gate agents that the baggage hold of the airplane is a secure area, and all of the baggage handlers are "secure." The follow on to this is that any bag could go down to the baggage bin and be retrieved. At the end of the day, I had to step off the airplane to force a decision. Unfortunately, the passenger and their bag was removed.

Synopsis

Airbus Captain reported security issues regarding retrieving a passenger bag to remove Lithium Ion battery prior to pushback.

Time / Day

Date : 201806
Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : DEN.Airport
State Reference : CO

Environment

Flight Conditions : VMC
Weather Elements / Visibility : Windshear
Weather Elements / Visibility : Thunderstorm
Light : Night

Aircraft

Reference : X
ATC / Advisory.Center : ZDV
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
Nav In Use.Localizer/Glideslope/ILS : RWY 34R
Flight Phase : Cruise
Flight Phase : Initial Approach
Airspace.Class B : DEN

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Not Flying
Function.Flight Crew : First Officer
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Experience.Flight Crew.Type : 1143
ASRS Report Number.Accession Number : 1556043
Human Factors : Workload

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Experience.Flight Crew.Last 90 Days : 240
Experience.Flight Crew.Type : 4085
ASRS Report Number.Accession Number : 1558784

Events

Anomaly.ATC Issue : All Types
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Speed : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Inflight Event / Encounter : Weather / Turbulence
Anomaly.Inflight Event / Encounter : Loss Of Aircraft Control
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Regained Aircraft Control
Result.Flight Crew : Executed Go Around / Missed Approach
Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Airport
Contributing Factors / Situations : Procedure
Contributing Factors / Situations : Weather
Primary Problem : Weather

Narrative: 1

Flight plan paperwork for this flight showed no alternate airport listed or needed with current weather conditions forecasted in Denver. Extra fuel was loaded and listed on the flight plan for possible wind-shear and microbursts. We received an ATC reroute while taxiing out for takeoff due to storms and traffic in the Midwest. The new route was about 250 miles longer than planned and actually took us closer to the weather forming over Texas, Colorado, New Mexico and Kansas.

Once airborne and closer to Denver we received at least 10 different reroutes from ATC. While descending for Denver we were instructed to hold southeast of Denver. We contacted Dispatch and confirmed an alternate plan if we needed one and it was confirmed by Dispatch and us that ZZZ would be the alternate airport if we needed to go anywhere. We asked ATC the reason for the hold and they said it was due to go arounds in Denver. We briefed the ILS to 34R and discussed our approach speed which would be VREF + 20 knots due to wind-shear and reported gusts. Moderate turbulence was encountered on the descent and approach. While being vectored for the approach ATC needed to give us a few more turns due to multiple go-around happening. Not once did they mention it was due to microbursts or wind-shear.

We were instructed to contact the final approach controller and they vectored us to join the localizer and cleared us for the ILS approach. We configured the aircraft early due to strong tailwinds while descending as well as for the gusts. While on approach I disconnected the autopilot because it was having trouble maintaining the glide slope while staying on speed. We had a momentary flap load relief from flaps 30 to 25. The auto

throttles were also disconnected as their performance maintaining speed was inadequate. When we contacted the tower for landing clearance the controller advised us of a wind-shear alert with a 35 knot loss over the runway as well as a microburst alert for 34R. We immediately executed a missed approach and turned to a westerly heading and then subsequently a southerly heading. We retracted the flaps to zero and reengaged the autopilot and auto throttles and speed was selected to about 20 knots faster than clean speed in order to give us some extra time to figure out a plan.

The captain assumed the role of pilot flying while I took the role of pilot monitoring. Looking at our fuel and the weather conditions in Denver it was agreed upon to divert to ZZZ. While proceeding to ZZZ at 11,000 ft. We encountered severe wind shear which caused an immediate and significant loss of airspeed which activated a momentary stick shaker. Stall recovery maneuver was accomplished immediately with no loss of altitude or further speed. We then increased our speed to 250 knots. A successful and safe landing was accomplished at our alternate of ZZZ.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

B737 flight crew reported momentary stick shaker while being diverted to COS after weather caused a missed approach into DEN.

Time / Day

Date : 201806
Local Time Of Day : 1201-1800

Place

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

Environment

Light : Daylight

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 1550888
Human Factors : Troubleshooting
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Pre-flight
Result.General : Flight Cancelled / Delayed

Assessments

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

Narrative: 1

Prior to departure the number one flight attendant informed me that she had a passenger who requested to put her carryon in the first class closet and insisted that it could not go in the overhead and must go in the closet. The passenger then went on to tell the flight attendant that it contained medical equipment and that her husband who she was traveling with had a heart blood pump to pump his blood should his heart stop. She gave the flight attendant the attached letter from his physician. The flight attendant was very concerned about this passenger and brought the letter to me.

After reading the letter, I approached the lead agent and asked if they had any further information on this equipment. They did not and could not access any information as to whether it was approved for carriage onboard Company aircraft and they called a Customer Service Manager (CSM). I had never heard of this device and accessed the referenced advisory circular. I found out that there may be more than one type of battery used to power this pump and one type needed to [have a] Technical Service Order. I also found out that the passenger had seven such batteries with him. I was unable to ascertain if the batteries were safe and approved to carry. The CSM called the duty CSM who could find no information about the batteries. The CSM got a diagram of the equipment and showed me how it pumped the passenger's blood. He then called Medlink, who could tell me the passenger was okay medically to fly but knew nothing of the batteries and equipment and whether they could fly on our aircraft. He tried everything he could think of but could not get the needed information.

I contacted the Dispatch chief on duty and let him know of the situation. He indicated that he would research the batteries in an effort to ascertain if they were approved for us to carry. I spoke with the passenger, saw the contents of the carryon, which was just too heavy for the passenger to lift up to, place in the overhead and examined the batteries. I gave the size, type, volts, etc. to the Dispatch chief. He assured me that he was giving the situation his full attention and would get back to me.

Time is passing and one of the passengers began acting out. Although I was trying to keep the passengers up to date, I unfortunately could give them nothing concrete as to the reason and length of the delay. I asked the CSM if there was another flight after ours and if the two passengers with the medical equipment could be accommodated on the next flight, [thus] allowing Dispatch more time to research the batteries and heart pump. He went to handle the unruly passenger who was going down the aisle stirring up the other passengers, cornering one of the flight attendants in the aft of the aircraft and harassing the number one flight attendant for letting the cockpit jump-seater put his crew roll-aboard bag in the overhead when hers was taken away before boarding.

The unruly passenger was removed and the CSM assured me the passengers with the heart pump would be accommodated on the next flight allowing us to leave and giving Dispatch more time to make a determination. The passengers in question were okay with that. The advisory circular (attached) did not reference the RTCA/DO-160E stipulated in the letter. The AC referenced RTCA/DO-160D. Is that the same? I still had no information about carrying the seven batteries. I believe at this point, they were lithium ion. Flight Manual has battery guidance but I still could not determine the amount of lithium in each battery.

The passengers with the seven batteries and heart pump, I learned later were accommodated on the next flight, batteries were found to be acceptable for carriage. I was delayed trying to get that information. It is not my intention to deny anyone boarding. I just could not determine on my own with the references I had if we could carry the equipment and seven batteries. Apparently, that information was not readily available. I am sure new medical equipment will continue to be presented for carriage. Please publish information about this heart pump and batteries so the next crew encountering it will be able to research it quicker and easier. There was no information about equipment and batteries carried aboard by passengers. Please have information regarding this device and batteries available to crew.

Synopsis

Captain reported not being able to find guidance information regarding a passenger's portable Heart Pump device batteries.

Time / Day

Date : 201803
Local Time Of Day : 1801-2400

Place

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

Environment

Flight Conditions : VMC
Light : Night

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1528129
Human Factors : Distraction

Events

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

Assessments

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

Narrative: 1

Approximately an hour from landing, the flight attendants called and stated that they were having a problem with a passenger in the cabin. They told us that he was punching the passenger sitting next to him, hitting the back of the seat in front of him, and also hitting the inside of the fuselage. The captain requested a little more information and asked if we needed to divert. We sent a message to dispatch explaining that we had a situation on board and that we were thinking about diverting. One of the flight attendants called back a few minutes later. She stated that the B was struck by the suspect, and that able bodied passengers were restraining him and taking him to the back row of the airplane.

The captain and I discussed the situation and decided that we needed to find a suitable airport to divert. We chose ZZZ and sent another message to dispatch stating our plan. We also [advised ATC]. A few minutes passed and we received a message from dispatch containing [a second release] to our new destination. We landed without incident. The ground crew was waiting for us at the gate. As a result, we were able to get the door open without delay. Law enforcement was also waiting and entered the airplane immediately. The flight attendants made an announcement to all of the passengers that they were required to remain in their seats. She further made another announcement telling the passengers to keep their cell phones put away. I have to say that in retrospect, this announcement was a stroke of pure genius. I was standing in the cockpit door at the time and I didn't see a single passenger capturing video. The offending passenger and his [companion] were removed without incident.

On the ground, the captain called the chief pilot duty phone to inform the company while I called dispatch to coordinate our continuing flight to [the original destination]. We were unable to leave right away because the de-ice crew had already left for the night. We had to wait for them to come back out to the airport. I was idle at this point, so I decided to walk through the cabin to see how the passengers were doing. I have to say that I received perhaps 30 compliments on how well and how professionally the cabin crew handled this situation. There were (of course) a few complainers and a few thought we should have continued on the extra 30 minutes to [our destination].

Both the captain and I commented that we felt the flight attendants did a fantastic job. We also thought the dispatcher handled the situation perfectly by simply sending [a second release] and not taking up our valuable time by asking a lot of questions.

Synopsis

An Air Carrier First Officer reported an inflight incident where a passenger was physically abusive to another passenger and a flight attendant. The passenger was restrained, and the flight diverted to the nearest suitable airport where he was removed by law enforcement personnel.

Time / Day

Date : 201803

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 16227
Experience.Flight Crew.Type : 3089
ASRS Report Number.Accession Number : 1525100
Human Factors : Confusion

Events

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

Assessments

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

Narrative: 1

Purser called to say that [a] passenger was caught vaping, smoking, had cigarette lighter, stealing liquor, drunk, and harassing other passengers. Purser advised that [passenger] had become physically and verbally abusive, shoving Flight Attendants. Declared Level 2 and contacted Dispatch.

Flight Attendant not able to locate security kit and restraints. Checked flight manual, and diagram symbology does not match legend. This caused unnecessary confusion. Kit not found in designated locations.

[Passenger] later became ill and MedLink had to be called. Found empty bottle of Ambien on him. No medical professionals onboard. Requested medical to meet flight. [Passenger] later stabilized. Flight landed and was met by police and medical staff. [Passenger] deplaned on his own after being admonished.

Synopsis

Air carrier Captain reported an unruly passenger appeared to be under the influence of alcohol and prescription medication.

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
Function.Flight Attendant : Flight Attendant (On Duty)
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.

Time / Day

Date : 201801

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Widebody Transport
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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1517865

Events

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

Assessments

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

Narrative: 1

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].

Synopsis

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

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : Widebody, Low Wing, 2 Turbojet Eng
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1517573

Events

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

Assessments

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

Narrative: 1

Approximately 15 minutes prior to departure, we were performing preflight duties in the cockpit. The number three Flight Attendant entered the cockpit and informed me that a married couple in the cabin was having a verbal dispute. She also informed me that some

of the surrounding passengers nearby were exhibiting signs of being uncomfortable about this dispute. I told the number 3 to see if this could be diffused and to keep me informed. About 5 minutes later the number 3 and the purser returned to the cockpit and explained it was getting worse between the married couple. The two Flight Attendants said the husband was not flying with his wife and wanted to get off [the] aircraft and wanted his luggage. At this point, thinking of the what possibilities that could occur leaving one of the two on board, I told the purser to have the agent remove both passengers for safety of passengers and crew.

Synopsis

Air carrier Captain reported two passengers were removed from the aircraft before departure because of safety concerns.

Time / Day

Date : 201802
Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 11000

Environment

Light : Night

Aircraft

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

Component

Aircraft Component : Fuel System
Aircraft Reference : X
Problem : Improperly Operated

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1516785
Human Factors : Distraction
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier

Function.Flight Crew : First Officer
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1516800
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Human Factors : Distraction
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Inflight Event / Encounter : Fuel Issue
Detector.Automation : Aircraft Other Automation
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

We were scheduled to depart ZZZ at XA:50. We were already facing a delay as our flight attendants had not yet arrived. They were coming in on a delayed flight. At departure time we had not yet been fueled so I called operations to advise them of the situation. Fueling began at approximately XB:05. After seeing that fueling had begun, I went up to speak with the gate agent and advise her the fuelers had arrived and to inquire as to the status of the flight attendants. When I returned, I noticed the fueler had only put an additional 2000 pounds on. A few minutes later, fueling resumed. By this time, the flight attendants had arrived and boarding began. The gate agent advised us we needed baggage handlers to load some bags from the jet way. Unfortunately, they were nowhere to be found.

Operations could not raise anyone. It took several minutes to finally get all the ground personnel in position. During all this, we had a passenger misconduct issue requiring law enforcement, distracting us further. The whole evening was nothing but distractions. We finally departed at XC:25, 1:45 late. Climbing through 11000 feet msl, we received a FUEL ALT XFR FAULT ECAM. Performing the ECAM procedure resolved the problem. After arriving in ZZZ, we referenced Operations Manual Volume 1 & 2 and upon further review, realized the aircraft had been improperly fueled. The two ACTs (Additional Center Tanks) had fuel in them without the center tank being full. I believe this caused the ECAM.

There was a recent change regarding ACT fuel that got overlooked in myriad of unfortunate events that took place that evening. I truly feel it was significant that this flight was scheduled to depart [while everyone was distracted]. No one in Philadelphia had their minds on their jobs. What would have caused the fueler to incorrectly configure the fuel panel and then just leave without telling us? Add to this our inability to locate a tug

and push crew, find the baggage handlers, and have to deal with an unreasonable, irate passenger.

While we took our time doing the flows and checklist, I completely missed the center tank not being full (it had 7560 in it). There was 3120 in each ACT and considering we were going transcontinental with significant headwinds, I didn't think anything of it. Pay much closer attention to the center tank fuel configuration for the [aircraft] during preflight!

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Air Carrier flight crew reported being fueled improperly leading to a fuel balancing issue in flight.

Time / Day

Date : 201802

Environment

Flight Conditions : VMC

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 : Cruise

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1516706
Human Factors : Time Pressure
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Crew
Communication Breakdown.Party2 : Flight Attendant

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation - Procedural : FAR
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

Approximately two hours following our departure, the Flight Attendants (FA) notified me of smoke emanating from the aft lavatory (aircraft right) immediately following its use by a passenger. Additionally the passenger reported he saw smoke emanating from the overhead panel in the lavatory. Uncharacteristic of him simply smoking in the lavatory, but possibly something much more serious and potentially life-threatening, an actual aircraft fire.

The smoke alarm was activated and projecting an extremely loud and piercing tone throughout the cabin. This caused distress among passengers as well as the FA's. Communicating with the FA's over the interphone was very difficult due to the combined chaotic nature of the alarm and the chaos surrounding its activation. The FA's were having difficulty extinguishing the alarm. I did not know if this was due to continued smoke, or some delay in extinguishing the alarm. Our collective belief was the situation could be much more serious.

The FA's asked me for assistance in evaluating the situation. I knew my assistance in the aft of the aircraft would be a departure from our standard protocol. However, based on the information we received at the time, I concluded my assistance might very well mitigate a further degradation in the cabin and secure a safe condition as quickly as possible. The First Officer had demonstrated confidence and technical competence, thus I had no reason to doubt her ability to navigate and control the aircraft, as well as communicate with outside agencies while I assisted the FA's with what appeared and sounded to be a rapidly deteriorating situation.

In the interest of time and consequently safety, I elected to personally inspect and evaluate the severity of the incident.

I did this in order to determine the most expeditious course of action regarding continuing to [our destination] or turning back.

As we were mere minutes from the critical point on our flight plan there was only one FA present in the forward part of the aircraft during the time I exited the flight deck. I shut the flight deck door before the forward FA could enter the flight deck. After working with the FA's to silence the alarm and after inspecting the lavatory and it's overhead panel, I determined there was no immediate threat of an actual aircraft fire, as there was no evidence of heat, burning, or residual smoke. I instructed the FA's to lock the lavatory, and reassess every few minutes.

After I returned to the front of the aircraft, I established communication with the First Officer via interphone, and advised her I was ready to return to the flight deck, (after approximately 4-5 minutes). The smoke did not continue, so I opted to continue to [our destination], as long as the condition didn't reappear. For reasons unknown to me, the First Officer left her seat to open the door rather than pushing the unlock button. About twenty minutes later, the FA's found an electronic cigarette in the toilet that was discarded in what appears to be an attempt to conceal its presence and cause for the smoke.

After the passenger (who reported the smoke emanating from the overhead portion of the lavatory) was asked about the device, he did admit it was the cause for the smoke and activation of the smoke detector.

I felt in the interest of safety, it was best to leave the flight deck and assess the situation

personally, and that would be the most expeditious way to evaluate an overall course of action.

At no time during the above events did I intentionally disregard standard procedure, rather I utilized my authority as the Captain to bring the situation to safe conclusion while being mindful of [Company policies].

Synopsis

B737 Captain reported leaving the flight deck to evaluate smoke in the aft lav caused by a passenger's electronic cigarette.

Time / Day

Date : 201801
Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : C90.TRACON
State Reference : IL
Altitude.MSL.Single Value : 16000

Environment

Light : Daylight

Aircraft

Reference : X
ATC / Advisory.TRACON : C90
Aircraft Operator : Air Carrier
Make Model Name : Regional Jet 700 ER/LR (CRJ700)
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 : Takeoff
Airspace.Class E : C90

Component : 1

Aircraft Component : Flight Director
Aircraft Reference : X
Problem : Malfunctioning

Component : 2

Aircraft Component : PFD
Aircraft Reference : X
Problem : Malfunctioning

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1512544
Human Factors : Human-Machine Interface
Human Factors : Situational Awareness

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1512543
Human Factors : Human-Machine Interface
Human Factors : Situational Awareness

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

During turn after takeoff, flight director disagreed with heading bug. Subsequently primary flight directors began to disagree and ATC was queried for heading and winds aloft. Primary displays indicated winds from north at approximately 140 knots. ATC queried another aircraft near us and was told winds from the west at approximately 50 knots. Heading assistance was requested from ATC and flight director indicated a turn in opposite direction of heading bug selection. Passengers were told to stop using and turn off electronic devices. Shortly after that, we were able to navigate normally backed up by ATC assistance. Flight continued to destination. Cause: Suspect extreme electronic device interference from one or more devices in cabin. Suggestions: Better compliance from passengers with electronic devices.

Narrative: 2

Suspected severe electronic interference. Probable passenger noncompliance issue.

Synopsis

CRJ-700 flight crew reported flight instrument anomalies that cleared up when passengers were advised to turn off all electronic equipment.

Time / Day

Date : 201801
Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : N90.TRACON
State Reference : NY
Altitude.MSL.Single Value : 7500

Environment

Light : Night

Aircraft

Reference : X
ATC / Advisory.TRACON : N90
Aircraft Operator : Air Carrier
Make Model Name : Large Transport, Low Wing, 2 Turbojet Eng
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent
Airspace.Class E : N90

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1511631
Human Factors : Human-Machine Interface
Human Factors : Time Pressure
Human Factors : Workload
Human Factors : Distraction

Events

Anomaly.ATC Issue : All Types
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Altitude : Crossing Restriction Not Met
Anomaly.Deviation - Speed : All Types
Anomaly.Deviation - Procedural : Published Material / Policy
Anomaly.Ground Incursion : Runway
Detector.Person : Flight Crew
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : FLC Overrode Automation
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

At FL310 enroute, ATC issued a late descent clearance to cross BRIGS at FL210 with subsequent clearances to descend to FL190 then FL180. During descent to FL180, ATC issued clearance direct to PLUME to cross PLUME at 9000'. Captain Pilot Flying (PF) programmed direct to PLUME and the crossing restriction of 9000' into FMC as I completed the remainder of my Pilot Monitoring (PM) arrival duties (including acquiring ATIS due to the difficulty acquiring the ATIS via COMM 2 and an ACARS NO COMM earlier in the flight). Approximately ten miles from PLUME descending through 14,500', as I realized we were high on the descent, ATC queried us due to the high altitude approaching PLUME.

ATC then cleared us direct to SARDI to cross SARDI at 7000', further stating that it had to be a crossing at 7000' at SARDI. Just as the Captain was programming the FMC direct to SARDI to cross SARDI at 7000', the FMC cycled to the next waypoint and Captain inadvertently selected direct to CCC (the fix after SARDI). As the aircraft began to turn toward CCC, I informed Captain of the FMC programming error. I then immediately selected HDG SEL and set a heading direct to SARDI to avoid a course deviation as Captain reprogrammed FMC for direct SARDI and to cross SARDI at 7000'.

When Captain realized the automation would not provide the immediate required descent rate to comply with the crossing restriction, he reduced the level of automation by disengaging the autopilot then autothrottles assuming manual control of the aircraft. Due to the late descent, multiple crossing restrictions and the required descent rate, both Captain and I were well aware the descent was a priority and therefore the speed would be excessive despite our offshore location. Regardless, I advised Captain of what he already knew; excessive airspeed inside 12 miles offshore below 10,000' would and did occur.

Crossing restriction of 7000' at SARDI was missed by approximately 500' as Captain attempted to slow aircraft below 10,000' from a speed of approximately 285 knots as we approached the shoreline. Had the Captain not assumed manual control of the aircraft when he did, we would have arrived at SARDI well above the 7500' that we crossed the fix with a potential loss of separation.

During landing rollout, ATC issued taxi clearance to exit runway with a right turn on Taxiway E at end of the Runway, which I restated to Captain as I located Taxiway E on the Jepp 10-9. During landing rollout, as I was responding to taxi instructions, we received a call from [the Flight Attendant (FA)] of a Threat Level 1 after a Passenger threatened one of our FA's. Captain answered FA call then made a right turn onto [adjacent] Runway. As Captain turned, I directed him to make an immediate right turn on B3 after I realized where the aircraft was located, scanned the [runway] approach corridor and saw an inbound aircraft on final approximately five miles from the runway.

I immediately advised Tower we were exiting [the runway] at B3. Based upon the Captain advising Tower of the Threat Level 1, we required Police to meet the aircraft (as I was determining where the Captain had turned the aircraft on the airport surface since it was

other than Taxiway E at the end of Runway [we landed on]). Ground cleared us via any route we selected to the gate. Captain taxied aircraft promptly to the Gate via B3, C and S as I completed the After Landing Flow then contacted operations to advise them we were on the ground and required Police to meet the aircraft at the Gate for a Threat Level 1 Passenger.

Synopsis

Air carrier First Officer reported breakdown of automation management and CRM during initial approach.

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 : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1644

Experience.Flight Crew.Type : 383

ASRS Report Number.Accession Number : 1509813

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Evacuated

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

The Captain and Lead Flight Attendant were both coordinating how to appropriately accommodate a quadriplegic passenger that expected to need assistance being changed during the course of the flight. That issue was worked out uneventfully, but required a significant amount of coordination. This included the physical presence of the In-Flight station manager, the CSR (Customer Service Representative) supervisor, and the CSR station manager. (I think this is who was present, they never presented themselves in the cockpit.)

While the Captain was on the phone with the [operations manager] regarding the care of the disabled passenger, [Flight Attendant] came into the cockpit to report that she had just been verbally assaulted by a passenger calling her an [expletive] after chasing her down the aircraft aisle over a baggage issue. [The passenger] also supposedly shook his finger in her face while calling her that. [Another Flight Attendant] was right behind the passenger when this occurred. I will not include any further details in that regard since I wasn't present and didn't witness it myself. I can say, however, that [the Flight Attendant] was visibly stressed to the point of shaking and expressed that she was not comfortable flying with [this passenger] on the plane. To me this was a clear threat due to the verbal language and physical behavior of the passenger. We did not request any additional presence at the aircraft due to the fact that as far as we knew everyone required was already present.

The reason I marked all of the communication issues [is] that at no point during either of these issues did any of the management or CSR representatives at the aircraft attempt to communicate with the Captain. The In-Flight supervisor is the one exception, but that was not until it got to the point of removing either the two flight attendants who had witnessed the incident and were not comfortable flying with that passenger, or the passenger himself. We did have two cockpit jumpseaters, which presented a physical challenge to communication with the Captain. Eventually, the Captain elected to remove the passenger and the whole plane was deplaned in accordance with company policy.

Synopsis

A320 First Officer reported that one of the flight attendants encountered an unruly passenger during boarding that resulted in the passenger being removed.

Time / Day

Date : 201712

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B767 Undifferentiated or Other Model
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Cruise
Route In Use : Oceanic

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Crew Rest Area
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 11849
ASRS Report Number.Accession Number : 1507590
Human Factors : Distraction
Human Factors : Fatigue

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Other / Unknown
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : In-flight

Assessments

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

Narrative: 1

During my entire break in the crew rest seat I listened to several children including an infant crying and communicating extremely loud right behind the crew rest seat and adjacent to the flight attendant crew rest area. After an hour and a half of crying babies and loud fussy young children I gave up on sleeping and watched the video monitor.

This was the perfect storm of kids versus flight crew rest. Both of my first officers also experienced the same issue as well as did the entire flight attendant crew.

I contacted the [Customer Service] team for passenger compensation because there were

many complaints from most of the [Premium Class] passengers. This flight was 8:40 in length and basically no flight crew member experienced a comfortable rest break at any time during the flight.

Synopsis

B767 Captain reported inadequate rest for a long flight due to loud passengers seated near the crew rest area.

Time / Day

Date : 201712
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 12000

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
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Initial Approach

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1503082
Human Factors : Distraction
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Altitude : Overshoot
Anomaly.Deviation - Procedural : Clearance
Detector.Person : Flight Crew
When Detected : In-flight
Result.General : Police / Security Involved
Result.Flight Crew : Returned To Clearance
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

On the STAR, we were called by the flight attendants about 10 minutes prior to descent regarding a disturbance in the cabin. A female passenger had claimed a male passenger had assaulted her and would not stop touching her. They did not report injuries but requested the police to be at the gate upon arrival. We tried immediately after the call to reach Operations with no answer.

At some point during this, ATC issued descend and maintain clearance to FL220. After initiating the descent, the captain resumed attempting to contact Operations. While on the radio with Operations, ATC issued another descend clearance to 17,000 with an expedite descent. I set open descent and read back the clearance. Just prior to returning from speaking with Operations, ATC issued another clearance, this time descend via the STAR. I input 3000 and continued the descent.

The captain returned to state he had reached Operations and the police would be present. Shortly after this, ATC instructed us to maintain 13000. I realized we were below the crossing restriction and initiated a climb to 13000. We were in VMC conditions and ATC verified we had returned to descend via clearance and climbed to 13000. No further communication occurred and we thanked ATC for their help.

The combination of flight attendants calling, multiple altitude clearances and a brief expedite clearance caused me to forget to set managed descent from open descent upon receiving the descend via clearance. I knew immediately when queried by ATC what had occurred.

This was a combination of multiple distractions and varied clearances. Diligence when one pilot is handling a problem outside of normal flight is required. Perhaps once established on an arrival after initial descent expedited descents shouldn't be issued unless for immediate traffic avoidance.

Synopsis

A320 first officer reported that a disturbance in the cabin caused a distraction that resulted in a deviation from the descent profile clearance.

Time / Day

Date : 201711
Local Time Of Day : 1201-1800

Place

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

Environment

Light : Daylight

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
ASRS Report Number.Accession Number : 1500004
Human Factors : Time Pressure

Events

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

Assessments

Contributing Factors / Situations : Procedure
Primary Problem : Procedure

Narrative: 1

As the crew arrived at the gate, later than scheduled, I was one of the first to make it down the jet bridge. As I was descending I saw 4 people getting secondary screening in an area off an elbow in the jet bridge. As I continued down to the aircraft door I witnessed an airport security person escorting a passenger off the aircraft. I was surprised as the plane had been on the gate for nearly an hour, this could not be a passenger still deplaning on arrival. As I entered the aircraft to stow my belongings I noted that the FAMs were already on board. I recognized this as a violation of FAR 121.391, minimum crew on board before boarding. I then went back up the jet bridge to inform our Security/Gate Agent that a person had been boarded without any crewmembers on board. Agent said that they were secondary screening some passengers and that the passenger was not a security issue. In an effort to expedite boarding they were put on the jet bridge and told to wait. The passenger somehow made it down, on to the plane in spite of personnel in place. The CA and Purser arrived moments later and I informed them. The CA discussed the situation with the lead security agent and the purser and it was agreed not to have to re screen the plane to expedite departure.

First problem I see is the pressure to expedite boarding to make up for a delay. Second, allowing passengers onto the jet bridge while the plane is being serviced by many airport workers. I assume the passenger saw the FAM's go onto the Aircraft and assumed it was okay to do the same. The airport security person at the door may have thought she was another FAM, or may have been distracted and had his/her back turned as the passenger walked on.

Synopsis

Air carrier Flight Attendant reported that Federal Air Marshals were allowed to board prior to the crew boarding.

Time / Day

Date : 201711

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZLA.ARTCC

State Reference : CA

Altitude.MSL.Single Value : 34000

Environment

Flight Conditions : VMC

Aircraft

Reference : X

ATC / Advisory.Center : ZLA

Aircraft Operator : Air Carrier

Make Model Name : Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

Route In Use.STAR : PINGG

Airspace.Class A : ZLA

Person

Reference : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Type : 556

ASRS Report Number.Accession Number : 1498680

Events

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Police / Security Involved

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Near the end of boarding as I was preparing to make my welcome aboard Public Announcement, my lead flight attendant told me a male passenger had asked her out in front of the passenger's girlfriend. At the time, I thought it was odd and off-color but not disruptive or disorderly. We took off and shortly after climb out, the flight attendants called up and said this same passenger had exchanged seats with his girlfriend, who was sitting in first class. They said he was sleeping and not causing any other problems, so I thought his actions were thoughtless but still not disruptive.

About 70 minutes into the flight, the flight attendants called up and said this same passenger had groped one of the other flight attendants. At that time, I decided to divert into PHX, which was about 160 NM in front of us. I sent Dispatch an ACARS message regarding my intentions and the situation to coordinate ground operations and having the authorities meet the aircraft. We informed ATC and told them about the situation. They asked if the cockpit was secure - it was - and gave us direct to a point on the PINGG arrival into PHX. We responded to the queries but soon had to focus on our descent and arrival planning. During the descent, I made a Public Announcement to the customers informing them we had to divert into PHX for a minor indicator problem and that we'd be on the ground in less than 25 minutes.

We pulled up the ATIS and briefed our arrival with me as the pilot flying. We were given a visual into Runway 25R and landed uneventfully. After getting a gate assignment, we pulled up with operations on the scene and with their lights flashing. We shut down the engines and completed all the appropriate checklists. I then briefed the operations and other company officials in the jet bridge about the situation. There was a little confusion regarding the passenger in question because he had exchanged seats and our records showed a woman in that seat assignment. But after I explained what happened, they briefed me on their plan, which was to ASK the unruly passenger to get off first and if he didn't comply, they would ask everyone else to get off then remove the unruly passenger. Fortunately, he walked off under their direction and was taken into the terminal. The flight attendant who was groped was debriefed by operations and company officials and I started coordinating our follow on flight.

I called Dispatch on the phone for a new flight plan, fuel request, and other required information. The local operations in PHX were outstanding in meeting our needs and we were back on our way in what seemed like a short amount of time to me. I then made another Public Announcement to the customers about what had happened and that we would be continuing shortly. No one seemed overly concerned to me at that time. My first officer performed exceptionally during this entire diversion and had most of the preflight duties completed upon my return to the cockpit. I downloaded and accepted the new release with our required fuel and we were pushing back shortly afterwards.

During the flight, I asked for feedback from my First Officer and the jump seater about what we could have done differently. During that conversation, I realized that I didn't actually declare for priority handling with ATC. I informed ATC of our Threat Level 2 and secure cockpit and intentions to divert into PHX. With my focus on getting down, I hope that information and communications would suffice.

Upon a successful and uneventful landing, we were met by an Inflight Supervisor. I thanked my First Officer for all of his efforts and debriefed with my remaining flight attendants in the terminal about what had happened. It was then that I learned about the magnitude of the "groping" and the horrible actions of the unruly passenger, which only

corroborated my divert decisions. I gave my contact information to all of the crew, the supervisor and asked to be updated about any follow up questions if needed.

Synopsis

An air carrier Captain reported that a male passenger had groped a flight attendant. A decision was made to divert and have the passenger removed by law enforcement authorities.

Time / Day

Date : 201711
Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport
State Reference : US
Altitude.MSL.Single Value : 37000

Environment

Light : Dusk

Aircraft

Reference : X
ATC / Advisory.Center : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : B737-800
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Nav In Use : FMS Or FMC
Flight Phase : Descent
Flight Phase : Cruise
Airspace.Class A : ZZZ

Person : 1

Reference : 1
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Type : 709
ASRS Report Number.Accession Number : 1498651

Person : 2

Reference : 2
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Experience.Flight Crew.Last 90 Days : 170
Experience.Flight Crew.Type : 820
ASRS Report Number.Accession Number : 1498654

Events

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

One of the F/A (Flight Attendants) called the flight deck and informed us that there was a Passenger sitting in the aft portion of the aircraft who was behaving strangely but was not yet a problem. We acknowledged and told the F/A to keep us informed of the situation and if it became more of a problem. As time went on, the situation did indeed escalate and it went from the individual in question behaving strangely to becoming much more belligerent, such as being loud and obnoxious, using profanity, making loud comments to other Passengers that made no sense, and eventually refusing to comply with F/A's instructions.

At that point, we were now in Threat Level 1. During this time, we had already started our descent, so we continued to our destination. Unfortunately, events in the cabin escalated even further and eventually became physical and the disruptive Passenger had to be restrained with the use of the aircraft restraint cuffs. We were then in Threat Level 2. This was apparently a free for all encounter by the F/A's account and it took an off duty commuting Company FFDO (Federal Flight Deck Officer) Pilot, a Law Enforcement Officer who was onboard, and possibly two or three other individuals, some of whom had law enforcement experience to subdue this individual.

We had previously informed Dispatch and destination Station operations of our situation and they were prepared for us with ample Law Enforcement Officers, Medical Personnel, and Station Representatives as we pulled into the gate. The individual was removed from the aircraft without incident and the F/A's were polled as to their mental frame of mind for our return flight to XXX. Though somewhat startled, they all felt they were up mentally for the return flight to XXX, so we proceeded as planned.

To my knowledge, no one was actually physically injured during this event, and destination operations later informed me that the disruptive Passenger had been taken to a local hospital for a mental evaluation.

Narrative: 2

Late in the flight, the F/A (Flight Attendant) contacted us on interphone. As Pilot Monitoring, I took the call, and the Captain was monitoring the communication. The F/A (the A) told us they had a non-cooperative Passenger and described his behavior as pacing the aisles and being very vocal. At that point, the Captain jumped in to manage the situation, and I was prepared to be both Pilot Monitoring and Pilot Flying, but still monitored the cabin situation.

The A F/A mentioned the disruptive Passenger was seated in one of the last rows next to an elderly couple and she had enlisted their aid to calm him. The Captain and I discussed it briefly, and our extra resources. In addition to the elderly couple, we had at least two able bodied Passengers: an armed Law Enforcement Officer (LEO) and a commuting

Company Captain who was also an FFDO (Federal Flight Deck Officer). It sounded like the situation was under control.

The timing of the flight was such that I had about ten minutes from the hourly ATIS update and Top Of Descent, and it was time to start getting landing information together for Arrival and Approach Briefings. At about that time, the A Flight Attendant called again to say the situation had escalated into a physical confrontation, and they were going to get restraints on the Passenger with aid of the able-bodied Passengers.

The Captain and I discussed again, and I sent via ACARS a message to Dispatch that we would need Law Enforcement upon arrival, we had a commuting Pilot plus onboard LEO for help, the situation was under control, and we had a restrained Passenger. Very shortly after that we received a call from the F/A stating the Passenger had broken the restraints, an altercation broke out, and several Passengers had come to their aid, and possible minor injuries. The F/A (in the confusion I don't know which one it was) was very stressed and nearly in tears.

The Captain and I discussed an ATC notification. In as much as we were on a straight-in approach to a non-busy airport, we agreed there was little to be gained by asking for priority at that time. We were becoming task-saturated as it was. Instead, the plan was to inform Tower Control at initial contact to get an immediate taxi to the gate after landing.

Dispatch had requested more information via ACARS. Since typing on ACARS is slow and we were then within radio range of destination operations, I called them directly on VHF2 to verify Law Enforcement summons and request Paramedics for possible Passenger injuries. The person on the radio was not yet aware of our situation, so I briefed them quickly. As an FFDO I rechecked my equipment in the event that I would need to defend the flight deck

The approach went normally and I notified Tower of our need for taxi priority upon landing, which they approved. I started the APU on short final as a precaution. The Captain flew the aircraft and landing went normally and we proceeded off the high-speed and directly to Gate XX. Law Enforcement was on hand and I think Paramedics were too.

Synopsis

A B737 flight crew reported a serious unruly passenger incident while at cruise altitude. The individual was subdued, and the flight continued to the destination airport, where law enforcement personnel were waiting.

Time / Day

Date : 201711
Local Time Of Day : 0601-1200

Place

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

Environment

Flight Conditions : IMC
Light : Daylight

Aircraft

Reference : X
ATC / Advisory.Tower : ZZZZ
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
Flight Phase : Landing

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Pilot Flying
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 5884
Experience.Flight Crew.Type : 59
ASRS Report Number.Accession Number : 1497442

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Total : 3238
Experience.Flight Crew.Type : 709
ASRS Report Number.Accession Number : 1497152

Person : 3

Reference : 3
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1497834
Human Factors : Time Pressure

Person : 4

Reference : 4
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1497836
Human Factors : Time Pressure

Events

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

Assessments

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

Narrative: 1

The airport had just gone below CAT 1 so we had briefed a CAT 2 approach. We were filed for the RNAV STAR. ATC gave us a heading to intercept the localizer approximately 25 miles out from the runway. That had shortened the arrival which has a large delaying "S" turn. We had double dinged the cabin at 10,600 ft. ATC was controlling our speed and had us slower than we would normally be that far out on a better weather day. The approach and auto land went as expected. I had selected autobrakes to level 4 considering the weather.

We parked and finished our debriefing of the flight; we then opened the cockpit door. The Lead FA came in and said "Captain, there is a passenger that wants to talk to you about the landing" and she started to leave. Desiring more information, I said "wait, what does he want to know about the landing?" She again repeated that the man wants to talk to the Captain about the landing and she left. I grabbed my flight bag and belongings and proceeded towards the exiting door (2L) to say good-bye to the passengers. That exit door has a walk through galley, but the curtain was closed. A man had walked through that

closed area and opened the curtain from the inside. When the curtain opened I first noticed broken glass on the floor. Then I observed the man who appeared to be upset. He asked me if I was the Captain and I answered yes I am. He said are you the one who landed the airplane? Because of his body language and his tone, I ask him to calm down and he replied to me "you need to calm down". I said I am the one who landed, (did not tell him it was an auto land). He claimed he got hit in the head with a galley cart that came down the aisle on landing.

Narrative: 2

On the descent, Captain followed SOP by alerting the flight attendants at 10,600 feet with the CABIN ALERT button (pushed twice.)

We made a normal AUTOLAND approach and landing with AUTOBRAKES 4.

After shutdown and completing Parking and Termination checklists, Captain was asked by a flight attendant to meet with a passenger about our landing. I observed a passenger walk over to speak with Captain, but could not see or hear the passenger since they met in a galley area near door 2L.

Narrative: 3

An announcement was made saying we were landing in 20 minutes. As we were picking up we noticed that carts were still in the aisle in Coach. [Another FA] went back to help them get ready for landing. Everyone was working like crazy trying to get everything picked up and stowed. We actually landed somewhere between 5 - 8 minutes after the announcement! I had to sit in my jump seat at 2R before I could finish securing the quarter turn latches over the carts. I snapped on my seatbelt seconds before the wheels touched the ground. When the reverse thrusters were applied, two carts, a cart door and an overhead half bin flew out of position. Glass racks flew out of a cart breaking lots of glasses all over the galley floor. The brakes on the half liquor carts don't actually work so they came out of their housing. As a matter of fact none of the half carts have brakes that really work, only keeps it from rolling in one direction, but will move in others. After the plane was taxiing at a normal speed, I got up to pick up the bin and racks to clear up the area. When I put a liquor cart back into its position that's when I realized that the other cart was missing. I looked down the aisle towards the front and saw that the cart had rolled down the aisle just a little past Row 6. As I was about to move the cart a passenger grabbed my arm and told me the cart hit him in the head.

Narrative: 4

We were picking up trays as fast as we could. We only had four flight attendants working in the back, unfortunately. This covers FAA minimums, but realistically, for that airplane, it is not enough, even with a lighter load.

I then heard someone shout that we were landing - to take our seats! I hurried, as fast as I could to get my pickup cart in the housing, and [another flight attendant] was shouting for me to sit in her seat with her, but I chose to run to my seat. I did make it to the seat, and was able to get strapped in just as we were touching down. There were bins that were hanging out in the aux galley beside my door, as we did not have time in any of the galleys to make sure everything was secure, much less go through the cabin and verify that everything and everyone was secure.

Synopsis

B777 Flight Crew reported that an unexpected autoland due to a change in weather, resulted in a shorter approach and insufficient time for Flight Attendants to secure carts, one of which struck a passenger.

Time / Day

Date : 201709
Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : CLT.Airport
State Reference : NC
Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

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

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1484156
Human Factors : Confusion

Events

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

Assessments

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

Narrative: 1

I was the C Flight Attendant and I observed a passenger using an assistive device to walk (cane). She was limping as she walked and it was clear to me that in the event of an emergency that she would not be able to assist me with an evacuation. After observing this I approached her and said, "ma'am, I'm concerned that you may not be able to assist in an emergency and I'm going to have to re-seat you". She asked why, I told her "I noticed you limping and in order to sit in the emergency exit row you need to have full use of your legs and arms." She refused to be re-seated and said that she had been allowed to sit in an emergency row while having her assistive device with her before. I then let the A know what was going on.

We found exit seat criteria on our tablets before talking with a [customer service agent]. After speaking with several [customer service agents] and advising the crew service center along with Flight Attendant supervisors we were advised that it was ok for this passenger who was limping and did not have full use of her legs (using an assistive device) was allowed to sit in the emergency exit row. The Captain explained that he did not have any authority to overrule the customer service agent. The customer service supervisor said that they were concerned about being sued for discrimination [under the] disabilities act and refused to move her based on that and not wanting to be filmed and out on social media.

While inflight the passenger sitting beside her advised that the customer service agent asked her if she was able to operate the exit and she informed her that she had a knee injury and that's the reason she had to use the cane in order to walk. This passenger went on to say that the customer service agent apologized to her for her inconvenience and gave her a voucher to be used her next flight. At no time did the customer service agent disclose to the crew that the passenger informed her that she was injured and had to use her cane to assist her with walking. Upon landing it was clear that this passenger needed the cane as she was limping even more than before when leaving the plane.

FARs were not followed. The first manager that I spoke with did inform me that the tablet was my guidance and to follow procedure and that the Captain would have the final say. However another supervisor asked if I'd spoken with the lady and if she said she was able to operate the exit then there was nothing further that we could do. I just need clarification on the exit seat criteria. I take this very seriously as I've been in an emergency evacuation before.

I'm not sure what needs to happen to not have this occur again. As a Flight Attendant I am trained to make assessments regarding the emergency exit rows and follow FARs as they are laid out in our tablets. I don't understand why we have the tablets if someone can override them. I followed procedure and the passenger refused to follow crew member instructions and was rewarded with a travel voucher without any regard given to safety.

Synopsis

A321 Flight Attendant reported she wanted to reseat a passenger who was using a cane from the emergency exit row, but was overruled by customer service.

Time / Day

Date : 201709

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : LAX.Airport

State Reference : CA

Altitude.AGL.Single Value : 0

Environment

Light : Dusk

Aircraft

Reference : X

ATC / Advisory.Ramp : LAX

Aircraft Operator : Air Carrier

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1479249

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2700

Experience.Flight Crew.Type : 1200

ASRS Report Number.Accession Number : 1479250

Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR
Detector.Person : Flight Attendant
When Detected : Taxi
Result.General : Police / Security Involved
Result.Flight Crew : Returned To Gate

Assessments

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

Narrative: 1

I was the captain and PM operating from LAX. During pushback, FA-A called to report an intoxicated passenger with bloodshot eyes who would not respond to crewmember instructions. He had snuck a large bag onboard (to avoid checking it) that was sitting between his feet and would not fit in the overhead bins or under the seat in front of him. When the flight attendants attempted to question or interact with him, he'd just look at them, confused, and ignore them, or tell them to leave him alone. Other passengers had commented on his behavior as well. We immediately canceled the push and coordinated a return to our gate with the ramp crew and LA ground. My FO notified LAX Ops that we needed [gate agent] and possibly law enforcement for an intoxicated passenger who would not comply with crewmember instructions.

Upon parking at the gate again, we gathered more information about the passenger including his seat number, name, physical description and build. We passed this information along to Ops, and I made a delay explaining the reason for a gate return. My FO kept dispatch in the loop while I talked to ramp and our FAs. The police arrived and recommended EMTs be contacted, as the man appeared to be unconscious and completely unresponsive.

EMTs arrived and managed to interact with the man. He admitted to being under the influence of alcohol and sleeping pills. We had him removed from the flight and departed without further incident. He was healthy enough that he was able to walk off the aircraft, and did not require any specific medical equipment or attention.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Air carrier flight crew reported a return to the gate at LAX after an intoxicated passenger refused to stow an oversize bag.

Time / Day

Date : 201708
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 Taxi
Make Model Name : Small Transport, Low Wing, 2 Recip Eng
Flight Phase : Parked

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Taxi
Function.Flight Crew : Single Pilot
Function.Flight Crew : Pilot Flying
ASRS Report Number.Accession Number : 1471419
Human Factors : Distraction

Events

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

Assessments

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

Narrative: 1

While boarding, a young woman sat in the co pilot seat. We talked while the other passengers were boarding. She asked me if I had ever had problems with someone being, "naughty" in the co pilot seat. I asked her to clarify her question. She asked if anyone touched the controls. I explained that post 9/11, there is zero tolerance for anyone touching the controls and if someone did, I would have to report them to the police.

During the taxi out she took out her phone and started to take a picture of herself with her hand on the yoke. I said, "No!" loudly and moved her hand. I told her do not touch the controls.

She sat quietly for the next 30 minutes or so but then as we were crossing the shoreline [nearing our destination], she again grabbed the yoke with her left hand and tried to take a picture with her phone in her right hand. I swatted her hand away again.

As we approached [destination], I called in range to the gate and asked that a Law Enforcement Officer (LEO) meet my plane because a passenger has grabbed the controls twice. The ops agent assured me that he had called.

I pulled up the the gate and saw several people standing by the double doors. I assumed one or more were police officers.

The passengers disembarked and I followed behind, scanning for the LEO. There was no one. I went through the gate doors and looked there. Then I went to baggage claim and looked there. There were no police officers. After that, I rushed to our ticket counter to see if they were waiting there. Again, there was no one. I asked an employee for the manager and she said he was in his office. I found him there and asked where the police were. He was not aware of the situation. Two officers showed up about 5 min after I arrived at the manager's office. They said they got the call but had gone to the wrong airplane.

I should have waited to pull into parking until I was sure the LEO was there.

Synopsis

A twin engine piston pilot reported a passenger grabbed the controls multiple times after being told to stop and asked for Police to meet the flight. However, upon landing the Police went to the wrong gate.

Time / Day

Date : 201708

Place

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

Environment

Ceiling : CLR

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : B737-800
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked
Cabin Lighting : High
Number Of Seats.Number : 179
Passengers On Board.Number : 179
Crew Size Flight Attendant.Number Of Crew : 4

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Off Duty
Qualification.Flight Attendant : Current
Experience.Flight Attendant.Total : 26
Experience.Flight Attendant.Airline Total : 26
Experience.Flight Attendant.Number Of Acft Qualified On : 7
Experience.Flight Attendant.Type : 15
ASRS Report Number.Accession Number : 1471209
Human Factors : Situational Awareness

Events

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

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

Narrative: 1

During boarding, I noticed an elderly couple limping toward the exit row where I had already taken my seat. Sure enough, the elderly woman, who was also very large, had to hold onto every seat back as she slowly struggled down the aisle toward the exit row, then with difficulty and using every seatback/armrest as a crutch, hobbled into her window seat. Her husband also seemed physically impaired and walked incredibly slowly but somewhat less so than his wife. He then took his seat [with me sitting between them]. I struck up a conversation with them, asking if they wanted to sit together, and did they know that they were in an Emergency exit row. They declined my offer, but admitted that they booked the seats because of the extra legroom. I asked if the woman was ok, and told her I'd noticed her difficulty walking--she admitted she had had knee surgery in the past. She did not have any noticeable braces. Again, I reminded them that they were in an emergency exit--they did not comment further. When the working flight attendants came to ask the 'are you willing and able to assist in an emergency' question, they both answered in the affirmative.

I did bring up my observation to the crew working in economy later in the flight but they both said that they did not witness this couple's slow and belabored journey to the exit row. This was due to the fact that one of them was busy setting up the economy galley during most of the boarding time, and the other was stationed at the boarding door as a 'greeter'. So, for most of the boarding process, there was nobody in the aisle. In addition, they said that because they'd gotten an affirmative answer to the question, there was nothing they could do. I feel that if I had been working the flight, I might've run into the same problem--and have before. When/if the Flight Attendant (FA) does not actually see the person display something that looks like it could impede their ability to open the window exit quickly, such as limping/weakness/a brace/cast, portable oxygen container etc, it is difficult to remove someone from that row when they deny any such disability.

I personally felt unsafe with this obviously physically impaired woman in charge of opening the exit that was closest to me. She was also so large that I doubt she could've either gotten out of the window quickly (she would definitely not have been able to open it--she tried, but literally could not bend over to pick up the soda can that fell off of her tray table) or even gotten out of the way so that others could get out quickly.

I do know that the actual chances of having to evacuate are relatively slim, but that is beside the point. All of our safety training/knowledge and rules are in place not because of what *usually happens* but what *might happen*.

To that point, I feel that our (and the FAA's) directives on exit row restrictions are too lax and open to exploitation. People choose their seats online most of the time and are obviously ignoring the pop-up warnings to not choose those seats if they are impaired in any way. They simply want the legroom--just as the elderly gentleman (who was actually wearing Velcro strap tennis shoes--he couldn't even tie his shoes!) admitted when I reminded them that they were in an emergency exit.

The Customer Service (CS) agent, who also questions passengers seated in exit rows

during the ticket scanning process is under pressure to get flights out on time and are frequently overworked. As long as the passenger in question answers affirmatively to their question, again, they cannot remove them, unless there is an obvious brace, crutches etc. Many times, the overworked CS agents allow passengers like this to board in the hopes that the FAs will sort out the problem on-board--be it an obvious child in the exit row or someone impaired like this couple obviously was. It happens all the time.

However, we flight attendants are also understaffed. On this particular flight, the 2 FAs working in First Class (FC) were busy setting the forward galley up for service and completing the comprehensive and time consuming pre-departure drink service--which takes the entire boarding process and taxi time to finish in most cases. Passengers often ask for second drinks before the flight takes off--sending the FA back and forth during boarding. We used to give just a small selection of OJ, water or champagne before push-back in FC which was far more conducive to having the time needed to complete cabin safety checks. I feel that because of the poor staffing we have on all of our flights--some worse than others--we are missing things like unsuitable passengers in the exit row and many other, perhaps more dangerous issues.

I certainly do not feel safe with the way the regulations are being applied at my airline. The procedures seem to be insufficient in weeding out those who definitely shouldn't be in the exit rows, and we FAs, the trained safety professionals, have almost no power to be able to ensure a suitable person IS at the exit. We have also been told recently that our job is to "inform, not enforce" the regulations. (Not limited to exit rows.)

Also, it must be mentioned that 'persons of size' should never be seated at an exit WINDOW, (door exit rows excluded) as they would not fit easily/quickly and would most likely impede others' egress in an emergency when fractions of a second count. I cannot fathom how it is actually allowed at my airline and how it is that we are required to provide an extension to those who cannot fit in the standard aircraft seatbelt.

Synopsis

Deadheading Flight Attendant reported the screening process for emergency exit row passengers which only requires an affirmative answer to the question "are you willing and able to assist in an emergency?" The passengers in question were obviously not able.

Time / Day

Date : 201707
Local Time Of Day : 1801-2400

Place

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

Aircraft

Reference : X
ATC / Advisory.Ground : ZZZ
Aircraft Operator : Air Carrier
Make Model Name : EMB ERJ 190/195 ER/LR
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Taxi

Person

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1469450
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness
Anomaly.Deviation - Procedural : Security
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
Result.Flight Crew : Returned To Gate
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

[The flight returned to the gate] with a level one threat after a passenger, complained to the F/A (Flight Attendant) that an adjacent passenger sitting was not putting her seatbelt on, acting suspiciously (placing her feet into the seat back pockets, leaning into her, leaning into the aisle) and was observed popping pills from an unknown prescription bottle.

[The passenger] felt scared for her safety and the intoxicated passenger's safety and got up to advise the FA's as we were next for takeoff. A concern was raised about how many pills were consumed and about the safety of the passenger and her heavily medicated state. She was also observed to be pregnant which made the reporting passenger even more worried. I made the decision to return to the gate for observance by a CRO (Complaint Resolution Official), GSC (Ground Security Coordinator), the paramedics and the police. I advised dispatch that we had a level one threat and was assigned a return gate. It was later determined that she overdosed on the pills and was originally on her way for drug rehab.

I want to put a kudos out to the flight attendants, my first officer, gate agents, supervisors and all that helped save this passenger's life by speaking up and responding quickly. Without voicing her ultimate concern and doing the right thing we would have potentially faced a more difficult time and possible diversion. When we have IROPs (Irregular Operations) like a return to gate, it can be very difficult to get the team going again. I must say that without my wonderful dispatcher working my flight and promptly getting on the fuelers, operations and coordinating ground support, we would have simply timed out. With the help of the dispatcher we were able to coordinate our extension with crew tracking, get the ATC desk manned with ATC to expedite our taxiing during expected taxi time of 39 minutes and get us airborne 14 minutes from pushback to take off. This saved us from having to go back to the gate and cause further delays/cancellation.

On the downside we have got to get something done about our ground crew. We waited entirely too long for a ramp crew to guide us back to the gate. People sit around with not my "gateitis" instead of jumping in to assist. This is my second overdose this year. In both cases if we had more signage and awareness pertaining to observance of other passengers behaviors and speaking up when something doesn't look right, we could reduce our return to gates and medical diversions. So in conjunction with human trafficking maybe we can also expose the ugly truth with signage about the other elephant in the room, chronic prescription drug abuse and ways to identify those who might be under the influence? In this case passengers saw this lady popping prescription at the gate, while boarding, while taxiing and even as she was being escorted off the airplane.

Synopsis

An Embraer ERJ-175 Captain reported they returned to the gate due to an intoxicated/ill passenger.

Time / Day

Date : 201707

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : IAH.Airport

State Reference : TX

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : Marginal

Weather Elements / Visibility : Thunderstorm

Light : Dusk

Aircraft

Reference : X

ATC / Advisory.Ramp : IAH

Aircraft Operator : Air Carrier

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1463822

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1463549

Events

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

Anomaly.Deviation - Procedural : Published Material / Policy

Anomaly.Deviation - Procedural : FAR
Anomaly.Inflight Event / Encounter : Weather / Turbulence
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

We landed in IAH just before a large storm system arrived at the airport. Upon taxi in we noticed the lightning really getting started and the flashing yellow lights on the terminals indicating the ramp closure. We auto-parked at our gate in accordance with the extreme weather guidelines before it even started raining. We made an announcement to the passengers about the ramp closure and the safety reasons for keeping the doors closed. The storm was moving incredibly slowly and after 1 hour the Flight Attendant (FA) did a full beverage service and handed out Stroopwafels that had been mis-catered on the airplane. After the second hour we [did] another full beverage service. The ramp opened up after approximately 3:15 from our ON time. We kept the cockpit door open and showed the lightning strikes on a website I found that tracks it and explained the ramp safety rules to the passengers. We had a couple of folks get frustrated, but overall the FA kept the mood calm. It helped that the APU worked and we could keep the cabin comfortable. I'm writing this [report] because ops was asking crews to pop open then reclose their doors in order to capture an IN time so they wouldn't go over the [time] limits. No one was allowed off the planes because of the ramp closure so this didn't meet the actual requirement to let the passengers off so a lot of us were advising crews to keep the doors shut. I feel that, in this case, [the Company] was trying to help their stats and lower the amount of planes that went over [time] limits so they didn't have to do so much paperwork.

Tell Ops to "shove it" in the most polite terms possible.

Narrative: 2

Exceeded max daily flight time due to reroutes and ground delay. Our first flight was delayed due to 2 reroutes. That put us in 47 min over block. Our second flight put us 1 min under block. Our third flight was to IAH. Upon landing in IAH, ramp was under ground stop due to lightning in vicinity of the airport. We had just landed ahead of weather that was advancing from the north. The [auto park system] was operational so we parked at our gate. Since the ramp was closed a gate agent couldn't come out and move the passenger bridge to allow the passengers to [be] deplaned. The storm passing over the airport was very slow moving so the ramp continued to be closed. The captain made the required PA announcements per the Flight Operations Manual and when new information became available. Due to the volume of planes on the ground, moving to a gate with a jet bridge was not an option. The required ACARS messages were sent as well. Eventually the ramp was re-opened and we were able to deplane. That put the block time for that flight at 4hr 34min versus the 1hr 3min that was scheduled. The delay on the ground exceeded 3hr.

The biggest threat was the weather. The lightning around the airport closed the ramp. Since the gates at IAH consist of metal ramps, having passengers walk down them in a

thunderstorm poses obvious risk. Exceeding 3hr on the ground was done in the interest of safety to ramp personnel and the passengers.

It's important to keep track of your duty time and flight time throughout the day. When you are coming up on a limit keep the company in the loop to get the situation resolved before it becomes an issue.

Synopsis

Air carrier flight crew reported a 3 hour 15 minute delay opening the aircraft door due to ramp closure for lightning strikes. As a result of this and prior reroutes, the crew exceeded the FAR allowable flight time.

Time / Day

Date : 201707

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Next Generation Undifferentiated

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1463630

Human Factors : Time Pressure

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1463647

Human Factors : Time Pressure

Events

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

Anomaly.Deviation - Procedural : Security

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

Assessments

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

Narrative: 1

During boarding, Ops informed Flight Attendant A that there is a group of young men who seemed to be intoxicated that will be boarding the flight. She explains to FA A that he will "know who they are" when they come on. FA A asked Ops why they were allowing them to board and when Ops didn't provide an answer, FA A went to the Captain and asked the Captain why they were allowing them to board. The Captain then interrupted boarding and went down to talk with the Ops agent about the situation. Apparently, because of the events that followed, the Ops agent was able to satisfy the Captain's question.

Two bachelor parties come on board, each smelling of alcohol. One party had 5-7 men (estimated) and the other 7-10 men and women (estimated). Both parties had been drinking several hours due to their flights being late or delayed. Ops positioned a policeman on the tarmac to "keep an eye" on the groups to make sure they didn't do anything wrong. Why even have that if Ops didn't know they were already intoxicated? Most men came on very loud, boisterous, obnoxious, profane and smelling of alcohol. There was no mistaking the smell. Additionally, the smaller of the two groups began to harass the FA B on boarding in the back, catcalling her and making comments out loud as she walked by them. Once on board, they began being loud and rude throughout the entire back part of the plane. We could hear them in the front after the FA A made the opening PA. At this time, FA B made her way to the front to say that she would not and could not work back there. She said we needed to take passengers off because of their loud behavior, rudeness and level of intoxication. At this point the Ops Supervisor came on board and went to smooth over the situation and explain to the groups that there would be no alcohol served on the flight. As she starts talking to the groups, one man decided to mouth off to her and she quickly realized the situation and began steps to pull him off the plane. The man would not comply, so she called for a policeman.

Two policemen then came on board and informed the man that he would not be flying to ZZZ and the man began to get even more upset while several of the friends in his group began to make even more noise about it being unjust that they are pulling the man from the flight. After a few minutes of the man arguing the man decided to come up to the front of the plane. Once in the front of the plane, Captain began talking to him and explaining to him why he was not going to ZZZ. The policeman then grabbed him by the arm and pulled him off the plane. Once the man was off the plane, the Captain then asked for the three Flight Attendants, the Ops Supervisor and himself to meet out on the ramp. The FA B stayed on the plane while the Captain asked what we wanted to do. All three of us said we wanted to take the groups off and, at least, did not want to serve during the 46 minute flight. The Captain informed us that we were going to do a water service with no alcohol. The Ops agent then said they needed to push the plane due to a terminator coming in. At

this point, Captain made a PA to the plane that we were only going to do a limited service of water and that no alcohol would be served. As the Captain finished his PA, he said "My name is John Doe. John Doe." As he finished, the B was at mid cabin counting and one of the passenger yelled "John Doe is a jerk!" at the top of his voice. B immediately turned around and tried to determine who said this. Noticing that the man we thought said it was getting elbowed by his girlfriend and being told to be quiet. This caused another stir and at this point we wanted both groups pulled off for good. Another Ops Sup came on board (who told us she had seen them drinking for several hours in the airport) and went to confront both groups again. Without being able to positively identify who the person was, we decided to then switch positions so that the B would not be forced to work in the back with all of these men. 4 policemen then came to determine who we were wanting to remove from the plane. The lead police officer then informed each group that if anything happened on the way to ZZZ that they would be back at our departure airport and having to deal with him upon return that night.

Ultimately, the Captain and Ops made the decision to let them all fly. This was against our wishes and judgment. The plane then took off and landed in ZZZ without another incident. We need to stop being scared of lawsuits from intoxicated passengers and have the Ops Agents do their jobs! We can't pass this on to us as we are in a metal tube at 38,000 feet. This situation should have been handled by Ops the way they are instructed to do. Failure to handle the situation in the terminal led to a bunch of people thinking they can say and do whatever they want and not have any repercussions. This entire event will never happen again as long as I work for this Company. I will never let it go again like we did last night.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

B737 Flight Attendants reported questioning Company Operations and the Captain's decision to depart with a group of intoxicated passengers.

Time / Day

Date : 201706

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : MMMX.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Large Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Company Operations Manual

Aircraft Reference : X

Problem : Improperly Operated

Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1462045

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1460881
Human Factors : Situational Awareness
Human Factors : Distraction
Human Factors : Confusion
Human Factors : Communication Breakdown
Human Factors : Training / Qualification
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation - Procedural : Published Material / Policy
Detector.Person : Other Person
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Release Refused / Aircraft Not Accepted
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Became Reoriented

Assessments

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

Narrative: 1

During boarding I was not informed that we had an emotional support animal. During the flight I realized there was a crate under a passenger seat. I then asked the C flight attendant if she was aware about the animal. Her answer was "no". I then took a look at the paperwork that was given to me and I realized there was a code "ESAN" which we figured out meant emotional support animal. We were not aware of what kind of animal but since it was listed we figured the proper procedures had been reviewed prior to boarding. Which is normal protocol for any animal that boards our aircraft. When we landed in Mexico City and going through customs we then realized it was a monkey in the crate. The C flights attendant asked the owner if monkeys were allowed in Mexico to which the owner responded yes. That she has traveled with the monkey before and it's never been a problem. The following morning we arrived at our gate for our departure and we see the family at the gate. They had been detained in Mexico because of the monkey. After arriving we had some ground time. Before our next flight we were notified that our arriving aircraft had been quarantined because of the monkey. As you can see this was a huge inconvenience not only for the family but for us as crew and the airline. The lack of communication and knowledge has caused major problems and I this situation should have never happened. Either this airport needs more training or they need to put agents that have the knowledge regarding international laws.

More communication from ground operations. I know we were running late and the rush to

board the flight was their first priority but communication and knowledge regarding international laws should be a top priority as well.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Air carrier flight attendants, with a Mexico City destination, reported an emotional service monkey on board the aircraft which caused the plane to be quarantined.

Time / Day

Date : 201706
Local Time Of Day : 1801-2400

Place

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

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A320
Crew Size.Number Of Crew : 2
Mission : Passenger
Flight Phase : Taxi
Number Of Seats.Number : 148
Passengers On Board.Number : 140
Crew Size Flight Attendant.Number Of Crew : 3

Person : 1

Reference : 1
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
Experience.Flight Attendant.Total : 28
Experience.Flight Attendant.Airline Total : 28
Experience.Flight Attendant.Number Of Acft Qualified On : 8
Experience.Flight Attendant.Type : 75
ASRS Report Number.Accession Number : 1459683

Person : 2

Reference : 2
Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1460078

Events

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

As we started initial descent I was standing at 1L and a passenger came up and told me she needed to get off of the plane. I explained to her we were still flying though almost there and I told her she needed to return to her seat. She did with no incident. I saw her to her seat and she fastened her seatbelt. I asked her to keep her seatbelt fastened and told her we would be landing soon. I then walked to the rear of the aircraft and told Flight Attendant (FA) 2 my flying partner, to keep an eye on her and I explained what she had said. FA 2 passed the word on to FA 3. I returned to my duties in first class. The passenger in 3E asked if he could help, and I told him everything was fine but yes, he could help me if she returned and I needed him.

Approximately 15 minutes later, during final descent, I heard some yelling and saw the passenger coming up the aisle. I stopped her at row 7 and told her she need to return to her seat as we were landing. She let me walk her to her seat, I was holding her at the elbows from behind, as I could see she was unsteady. I sat her and fastened her seatbelt. I then noticed she was becoming agitated, bothering the passengers around her and trying to expose [herself]. At that point we were landing but I felt the safest course of action was to sit someone with her to ensure she did not touch anyone nor try to get up. I enlisted the help of a passenger, a male flight attendant. I removed the passenger next to [the individual] and put the passenger there. We agreed he could keep her calm until landed. While walking back up to my jumpseat I could hear a commotion and returned to row 30, where [this individual] was clearly increasingly agitated, slapping away attempts to keep her seated and calm, She then proceeded to expose herself again and I decided it would be best if I sat next to her. I asked [the passenger who tried to help] to take my jumpseat and perform door landing duties including door disarming and such when needed. I notified FA 3 what I was doing. All of this was happening during sterile cockpit.

Upon landing I rang the call button and told my flying partner FA 2 to call the cockpit, explain what was happening and have security meet the aircraft. All the while I am literally holding [the woman in question] down, speaking quietly to her, trying to de-escalate her agitation. She repeatedly tried to stand, touch the passenger in 30F inappropriately, and climb over him and out the window. She continued to expose herself and I repeatedly told her to keep her top on and I kept trying to cover her.

This was all physically almost impossible but I tried my best to calm her down and get to stop touching other passengers and saying inappropriate things. She seemed to respond.

Upon arrival at the gate FA 3 made all announcements for me, including for the passengers to remain seated so security could enter the aircraft. When they opened the door no one was there, only an agent, no security. We sat, with me holding [the woman] and trying to keep her calm, for 10 minutes and no one came. Finally the captain made an announcement that we were not going to hold the passengers hostage since security did not show up and they could leave. It was getting increasingly difficult to hold [the woman].

The passengers got up and started to deplane and one security person arrived. He came back to row 30 and proceeded to attempt to walk [the woman] up the aisle. She became agitated and began taking off her shirt again and exposing herself. I pulled her shirt down, told her to stay covered, and covered her with my arms as best I could. She fought security and I asked him to let go and I would help her walk up. This calmed her.

When we got into the jetway there was no one there to help up. I was holding [the woman] as she could barely stand. And the First Officer (FO), was there and I told him we needed the police and paramedics. He told me he was a police officer. She became agitated when he looked at her so he turned his back to her. He stood strong so I had support and she did not realize he was a man. (Men increased her hysteria). I held her upright by the wall with his help while we waited for the police and paramedics. The FO was such a huge help as my concern was that she would run back onto the aircraft and he prevented her from doing so without her realizing what was happening.

About 20 minutes later the police finally arrived. They were able to get [the woman] into a wheelchair and took her in to the airport. She did not know where she was, thought she was in Dallas, and repeatedly tried to stand. The paramedics finally arrived and put her on a gurney to go to the hospital.

This situation escalated quickly during sterile cockpit and we notified the captain as soon as physically possible, which was after touchdown. My concern as this incident unfolded was the safety of the aircraft and our passengers, including [the woman].

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Two A320 flight attendants reported an encounter with a passenger and their efforts to keep her calm and in her seat until the aircraft landed safely.