

ASRS Database Report Set

Flight Attendant Reports

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

Update Number35

Date of UpdateMarch 25, 2022

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

Records within this Report Set have been screened to assure their relevance to the topic.



TH: 262-7

MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data

SUBJECT: Data Derived from ASRS Reports

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

ASRS reports are submitted voluntarily. Such incidents are independently submitted and are not corroborated by NASA, the FAA or NTSB. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

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

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

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

A handwritten signature in blue ink, appearing to read "B. Hooey".

Becky L. Hooey, Director
NASA Aviation Safety Reporting System

CAVEAT REGARDING USE OF ASRS DATA

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

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

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

Report Synopses

ACN: 1862332 *(1 of 50)*

Synopsis

Air carrier Flight Attendant reported a fumes event during initial descent. Flight Attendant experienced multiple physiological symptoms which progressively intensified, resulting in incapacitation. Upon gate arrival paramedics provided treatment and transported Flight Attendant to a local hospital.

ACN: 1862240 *(2 of 50)*

Synopsis

B737-800 Flight Attendant reported a fumes event during preflight while using ground AC. Passengers and flight crew deplaned.

ACN: 1862215 *(3 of 50)*

Synopsis

Flight Attendant crew reported a Self Balancing (Hover Board) device in the overhead during boarding. The device is not permitted per company policy and the passenger chose to deplane with the device.

ACN: 1861535 *(4 of 50)*

Synopsis

B737 Flight Attendant reported being notified by pilots of a "slight odor" due to an aircraft issue. Reporter stated the odor was very noticeable when flight deck door was opened during deplaning at destination.

ACN: 1861521 *(5 of 50)*

Synopsis

Air Carrier Flight Attendant reported a "strange musty odor" during taxi. Flight returned to gate and did not take aircraft to destination.

ACN: 1861506 *(6 of 50)*

Synopsis

CRJ-900 Flight Attendant reported an odor onboard the aircraft.

ACN: 1858276 *(7 of 50)*

Synopsis

Air Carrier Flight Attendant crew reported a fume event which caused the cabin crew to experience physiological symptoms. At destination, arrival Maintenance removed aircraft from service.

ACN: 1858212 *(8 of 50)*

Synopsis

Air Carrier Flight Attendant reported Lithium powered mobility device required longer than normal to correctly handle and store device. The additional handling time resulted in a minor delay.

ACN: 1854677 *(9 of 50)*

Synopsis

A321 flight attendants reported a fumes event during cruise. Flight attendants were met by paramedics upon gate arrival to evaluate physiological symptoms.

ACN: 1854150 *(10 of 50)*

Synopsis

B737 Flight Attendant reported a fumes event after takeoff described as a "dirty socks" smell.

ACN: 1854147 *(11 of 50)*

Synopsis

Air Carrier Captain and flight attendants reported a fume event prior to boarding. Flight was delayed for 9 hours while maintenance corrected the fume issue.

ACN: 1854117 *(12 of 50)*

Synopsis

Flight Attendant reported a total loss of electrical power to the galleys and lavatories to the Captain, who elected to perform an air turn back and precautionary landing.

ACN: 1853077 *(13 of 50)*

Synopsis

A319 Flight Attendant reported notifying Captain of a fumes event during climb.

ACN: 1853075 *(14 of 50)*

Synopsis

A319 flight attendants reported a fumes event of unknown source during passenger boarding resulting in health issues. Flight was cancelled.

ACN: 1852599 *(15 of 50)*

Synopsis

A319 flight attendant crew reported a fumes event during passenger boarding. Shortly thereafter, the Captain informed the crew to stop boarding and that maintenance would assign an aircraft swap.

ACN: 1852355 *(16 of 50)*

Synopsis

A320 Flight Attendant reported a smoke and fumes event during departure.

ACN: 1852345 *(17 of 50)*

Synopsis

A321 flight attendants reported a fumes event described as a "chemical odor" during approach. Flight crew was immediately notified and the flight was met by Maintenance at gate arrival after a safe landing was accomplished.

ACN: 1852117 *(18 of 50)*

Synopsis

Flight attendant reported a headache, feeling cold in the hands and feet, chills throughout the body, fatigue and thirst after landing.

ACN: 1850905 *(19 of 50)*

Synopsis

A319 Flight Attendant crew reported a fumes event during descent resulting in crew experiencing physiological symptoms. Maintenance met the aircraft on arrival.

ACN: 1850625 *(20 of 50)*

Synopsis

Flight attendants reported concerns over an inoperative cockpit door key pad that would have prevented access to the cockpit from the cabin during flight.

ACN: 1850358 *(21 of 50)*

Synopsis

A321 flight crew and flight attendants reported smoke and fumes on aircraft after initial application of electrical power. Captain elected to secure electrical power and evacuate the aircraft.

ACN: 1849632 *(22 of 50)*

Synopsis

Air carrier flight attendants reported a fume event during descent and landing.

ACN: 1849084 *(23 of 50)*

Synopsis

Flight Attendant reported the flight crew elected to perform a diversion due to brake error messages. The aircraft landed and taxied safely off the runway.

ACN: 1849028 *(24 of 50)*

Synopsis

EMB-145 Flight Attendant reported that the cabin door opened during takeoff. The crew was unable to close and lock the door, so they diverted and a plane swap was done.

ACN: 1848975 *(25 of 50)*

Synopsis

Flight Attendant reported that while preparing the doors for arrival, the gate agent opened the door before it was disarmed causing the slide to deploy.

ACN: 1847246 *(26 of 50)*

Synopsis

Air Carrier Flight Attendant reported a fume event during preflight. Maintenance troubleshooted the issue and a different aircraft was assigned.

ACN: 1846807 *(27 of 50)*

Synopsis

Flight Attendant reported a passenger problem related to the passenger not wearing a mask.

ACN: 1846766 *(28 of 50)*

Synopsis

Air Carrier Flight Attendant reported a fume event during deplaning. Maintenance was requested resulting in extensive delay and flight cancellation.

ACN: 1846266 *(29 of 50)*

Synopsis

Boeing 737-900 Flight Attendant reported a fume event.

ACN: 1845342 *(30 of 50)*

Synopsis

B737-700 Flight Attendant reported they were unable to fully open the compartment door to check emergency equipment due to the slide pack and door handle blocking the door, which could limit access to the equipment if needed. Reporter added that Maintenance stated it was an engineering issue.

ACN: 1845284 *(31 of 50)*

Synopsis

B767 Flight Attendant reported the over wing exit jumpseat does not allow tall individuals to brace properly in case of an emergency.

ACN: 1842997 *(32 of 50)*

Synopsis

Flight Attendant reported concerns over inoperative seat belt signs, crew rest area air supply, and inoperative flight attendant's control panel.

ACN: 1842541 *(33 of 50)*

Synopsis

Air Carrier Flight Attendant reported a fume event during initial departure. "Dirty socks" odor dissipated shortly thereafter.

ACN: 1842237 *(34 of 50)*

Synopsis

A319 Flight Attendant reported a fumes event prior to boarding resulting in flight attendants feeling ill. The flight was cancelled.

ACN: 1841779 *(35 of 50)*

Synopsis

A319 Captain reported flight attendant notification of intense odor in cabin prior to boarding.

ACN: 1840931 *(36 of 50)*

Synopsis

Air Carrier Flight Attendants reported a fume event during preflight prior to boarding. The Captain summoned maintenance and removed the aircraft from service.

ACN: 1840634 *(37 of 50)*

Synopsis

Air Carrier flight attendants reported a fume event during pre-flight. The Captain was notified, APU was secured and maintenance was summoned. Captain refused aircraft.

ACN: 1840114 *(38 of 50)*

Synopsis

Air Carrier flight attendants reported an "air quality" issue after deplaning the aircraft.

ACN: 1840045 *(39 of 50)*

Synopsis

Air Carrier Flight Attendant reported passenger mobility device required the battery to be "deactivated" in order to transport in passenger cabin. Reporter further requested the DG section of the FA's SOP be updated.

ACN: 1838807 *(40 of 50)*

Synopsis

Flight Attendant reported a required checklist was missing and was found to be non MELable. This caused a breakdown in crew communications and a delay.

ACN: 1835902 *(41 of 50)*

Synopsis

During door closure for departure, Flight Attendant reported a door did not close properly and was advised by maintenance there was no problem. In flight, the door began leaking and the Flight Attendant became incapacitated, resulting in an air turn back.

ACN: 1835663 *(42 of 50)*

Synopsis

A321 Flight Attendant reported "a strong musty chemical odor" during final approach.

ACN: 1835662 *(43 of 50)*

Synopsis

Flight Attendant reported injuring a finger while operating the jump seat, causing a diversion and a potential minimum crew violation.

ACN: 1835420 *(44 of 50)*

Synopsis

Air Carrier flight attendants reported a fumes event during descent which resulted in cabin crew experiencing health issues.

ACN: 1835198 *(45 of 50)*

Synopsis

B777-200 Flight Attendant reported a "fish-like odor" fumes event during taxi which continued into the climbout. After advising the Captain and discussing the situation with a deadheading pilot, it was determined safe to continue to their destination.

ACN: 1835014 *(46 of 50)*

Synopsis

Air carrier Flight Attendant reported an unclaimed vape device was left in the aft galley. After consulting with the Captain the device was placed in a Thermal Containment bag.

ACN: 1834055 *(47 of 50)*

Synopsis

B737-800 Flight Attendant reported a fumes event during cruise and experienced physiological symptoms.

ACN: 1833423 *(48 of 50)*

Synopsis

Air Carrier Flight Attendant reported the FA harness on this particular A319 jump-seat is very difficult to fasten/release and is different than other aircraft.

ACN: 1832881 *(49 of 50)*

Synopsis

B737-900 Flight Attendant reported a passenger using a breathing device during cruise without prior airline approval.

ACN: 1832870 *(50 of 50)*

Synopsis

Flight Attendant reported fatigue and being unable to perform duties due to multiple return to gate incidents and plane swaps.

Report Narratives

ACN: 1862332 (1 of 50)

Time / Day

Date : 202112

Local Time Of Day : 1801-2400

Environment

Weather Elements / Visibility : Turbulence

Light : Night

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Flight Phase : Cruise

Cabin Lighting : Low

Number Of Seats.Number : 156

Passengers On Board.Number : 150

Crew Size Flight Attendant.Number Of Crew : 6

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 4

Experience.Flight Attendant.Airline Total : 4

Experience.Flight Attendant.Number Of Acft Qualified On : 2

Experience.Flight Attendant.Type : 90

ASRS Report Number.Accession Number : 1862332

Human Factors : Physiological - Other

Events

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

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

There was another toxic fume event on my 3rd flight last night. It was a bit turbulent on the way out so we waited until it smoothed out to do service. During service around rows 7-13 I noticed a very heavy, thick foul locker room type smell. I had a burning in my chest, in my eyes and nose. I told [F/A name] and asked if he noticed anything? He said he did smell something bad, but he wasn't feeling any symptoms. I got a headache, dizziness, light headedness and became short of breath. I notified the Captain as I was the Lead Flight Attendant last night. I asked the 2 other flight attendants if they noticed the smell. [F/A name] walked through the rows I told her and said she smelled it a little bit but said she didn't feel any symptoms. [name] didn't notice anything as she was in the back of the aircraft. I do not know if any passengers were affected as my own medical care became urgent. After about 15 minutes my chest tightened and I became so short of breath I headed to the back of the aircraft because I was worried I was going to faint. My head was pounding in the base of my skull and in the back of my neck. I had taken an [medication] just in case it was heart burn, but it did not help with the burning in my chest and my nose. In the back of the aircraft I became very weak and my arms and hands started to cramp up in weird formations and I couldn't feel my arms or control my fingers. One of the flight attendants put me on oxygen. My hands got stuck like I was having a seizure, and I could not move my fingers. It was also hard to move my arms. I lost feeling in my legs from the waist down and in my feet. I had to lay on the floor because I was afraid I was going to fall and couldn't walk because I couldn't feel my feet. The other flight attendants asked for medical assistance on board. My apple watch was showing a high heart rate and the medical people on the aircraft started to remove my clothing so they could put the AED on me, but they were having difficulty because I could not move. We were still flying with approximately 18 minutes left of flight based on the timer on my watch. I had to move from the FA4 jump seat to the floor. When I was flat on the floor and could not move my own body. I was very weak. They landed the plane with me on the floor and I think 2-3 people around me holding me trying to work on me so I was safe. They kept saying I was tachycardic. When we landed the paramedics came on board the aircraft and kicked the 3 people out. They cut my clothes off, started an IV, put me on new oxygen, and finally put the pads on my chest. The paramedics said I was tachycardic and in SVT [Supraventricular Tachycardia]. They had to lift me into a wheelchair to remove me from the aircraft. I was then put on a stretcher and taken to the hospital by ambulance. Inside the ambulance they hooked me up to the AED to monitor my heart. They gave me another IV and I think they gave me some kind of medicine. I don't remember what it was because I was fading in and out. My body became very limp and I just wanted to sleep. My arms kept having pains and the spasms of my arms tightening and my fingers getting stuck kept happening on and off for quite a while. And I couldn't feel my legs or my feet. My face was becoming numb and I couldn't feel my nose or my

lips. The paramedics kept saying I was in SVT and not out of the woods yet. They said my condition was not consistent with life. This scared me. At the hospital so many people were there so quickly to work on me. I tried to give them my health history, current medications, and showed them the heart monitor on my chest that my cardiologist had prescribed in case that would help them. I also tried to show them my phone that was connected to my apple watch in case that information could also help them since I have the apple watch 6 which monitors my heart rate, oxygen level, and can do an ECG. I bought that watch last year to help monitor my body while I was flying because of the other 2 fume events that happened in year that landed me in the hospital back then. It was all so very scary and embarrassing. After some testing, blood work, and continued heart monitoring I was released after a few hours and sent to a hotel where I am at now. I will fly back to ZZZ later this afternoon. The doctor said I had Supraventricular Tachycardia, elevated levels of carbon monoxide, and that I had acute hyperventilation syndrome.

Synopsis

Air carrier Flight Attendant reported a fumes event during initial descent. Flight Attendant experienced multiple physiological symptoms which progressively intensified, resulting in incapacitation. Upon gate arrival paramedics provided treatment and transported Flight Attendant to a local hospital.

Time / Day

Date : 202111

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZZ

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

Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Failed

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1862240

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

On ground in ZZZZ we were using ground AC and saw a little bit of haze in the cabin and it smelled a little sulfur like. My throat is a little sore from the air. My head feels a little foggy and I have a slight headache. We got off the plane with all the passengers. We need to have aircraft with a working APU when we fly somewhere hot. It's a safety issue to have a working APU in hot locals. Especially when we all have to wear a mask. It makes you even hotter. Don't send a plane that doesn't have a working APU to a hot location. Maybe airports should make sure their ground ac units are clean and not burning off anything. Maybe they need to be run regularly whether they get used or not.

Synopsis

B737-800 Flight Attendant reported a fumes event during preflight while using ground AC. Passengers and flight crew deplaned.

Time / Day

Date : 202111

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1862215

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1861538

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Work Refused

Assessments

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

Narrative: 1

I was the A FA (Flight Attendant) on Aircraft X, during boarding the flight attendants in the back of the aircraft discovered a passenger that had a hover board they asked him about it and said that his kind of battery was OK that he talk to the CSA (Customer Service Agent) about it. We then notified the CSA and informed her that they are not allowed on board we had to look it up in everyone's manual just to be sure. The hover board was removed prior to departure and the passenger exited the aircraft with it leaving his wife on the aircraft. Gate Agents should check all skateboard looking device to make sure they are not hover boards

Narrative: 2

We noticed a self balancing device in the overhead. Passenger said he had spoken to several Company employees, including the agent, about the device. Passenger said the type of battery was permitted. The F/A (Flight Attendant) Manual and the CSM (Cabin Service Manager) say that these devices are not permitted. The agent confirmed that she had spoken with the passenger about the device but seemed not to understand our policy as she let the passenger bring the device onboard. Passenger choose to deplane with device. Note: Captain could not find anything specific in the FOM about self balancing devices. Agents need to know policy to help keep these devices from being boarded. This extended our delay and was not a good experience for the passenger. FOM should have guidance about these devices as the FAM tells F/As to report them to the pilots.

Synopsis

Flight Attendant crew reported a Self Balancing (Hover Board) device in the overhead during boarding. The device is not permitted per company policy and the passenger chose to deplane with the device.

Time / Day

Date : 202111

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Cruise

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1861535

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Pilots let us know aircraft was not working properly and said there is a slight odor. Every once in a while, I could smell something different. But it was very noticeable when the flight deck door was open and during deplaning. Should not have let flight go with this problem. The flight should not have gone knowing there was an air problem.

Synopsis

B737 Flight Attendant reported being notified by pilots of a "slight odor" due to an aircraft issue. Reporter stated the odor was very noticeable when flight deck door was opened during deplaning at destination.

Time / Day

Date : 202112

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1861521

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Maintenance

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : Work Refused

Result.Flight Crew : Returned To Gate

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Aircraft

Narrative: 1

Aircraft X on Date was boarded with 2 passengers and taxied out. Apparently the night before the same plane was cancelled due to fumes. On [that] morning we (crew of 5) were deadheaded to ZZZ to take the same aircraft to ZZZ1. I do not understand who determined the aircraft was now safe to fly. The FO (First Officer) and FA's (Flight Attendants) smelled a strange musty odor on taxi out and returned to the gate. We did not take the plane to ZZZ1. The decision made that the plane was indeed safe to fly when there were still fumes in the cabin.

Synopsis

Air Carrier Flight Attendant reported a "strange musty odor" during taxi. Flight returned to gate and did not take aircraft to destination.

Time / Day

Date : 202112

Local Time Of Day : 1201-1800

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1861506

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Detected an odor onboard the aircraft.

Synopsis

CRJ-900 Flight Attendant reported an odor onboard the aircraft.

Time / Day

Date : 202111

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.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 B : ZZZ

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1858276

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1858275

Human Factors : Communication Breakdown
Human Factors : Physiological - Other
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Upon take-off, Captain did an all call and stated there was a strong fume smell in flight deck. He inquired if the smell was also in the cabin and a few flight attendants stated they also smelled something (Flight Attendant 1,2,3). I smelled a burning rubber/plastic smell near aft galley. Captain stated they were going to don their supplemental oxygen. After sterile [cockpit] and when flight attendants 3 and 4 came back they stated there was a musty and burning rubber smell when walking through the cabin. Fumes were now strong throughout the whole cabin and coming in waves in some areas. My eyes, throat and chest began to start burning, along with a headache. We talked with the Captain and explained the smell was still there. As we were about to prepare a few passengers and a deadheading pilot with another airline confirmed they too smelled a strong fume. Passengers in the last row asked what the smell was and stated they smelled in upon take-off. Fume events should be taken more seriously as this is a safety concern and jeopardizes the integrity of the flight. Oxygen masks should be dropped through out the entire cabin and the plane should be landed when deemed safe to do so. Pilots are told this is a traumatic event from their union and removed with pay while Flight Attendants are asked if they are continuing their next segment and left to figure it out themselves, along with sick time pulled/attendance points. A proper procedure should be in place for this type of safety/ emergency related event.

Narrative: 2

Aircraft X took off normally from ZZZ - ZZZ1 at XA:21. Roughly four minutes after takeoff, Captain called asking if there was a smell in the cabin, as he and the F/O (First Officer) could smell it strongly. FA (Flight Attendant) 1 and FA 2 reported a smell. FA 3 could later smell this near her 4L/R doors. FA 4 had no smell at 3L/R doors. Captain notified that they had donned their oxygen masks. FA 1, FA 2, FA 3, FA 4 continued the flight as normal per the Captain's instructions, until service when FA 3 and FA 4 noticed the odor at the 2L/R doors. FA 4 called the flight deck to confirm that an odor was present in the cabin. Captain informed us that this could [be] the result of "moisture from going through some clouds". Flight Deck continued use of the Oxygen masks. Passengers began to question crew on the smell of "burning plastic" now at the rear of the aircraft. A pilot in the cabin told us that there was an "electrical smell" in the cabin. Crew members began to feel symptoms. FA 4

was feeling a slight headache, scratchy throat, and most notably an increased heart rate and anxiety. At landing, Captain calls for a manager to meet flight. Captain and First Officer share their stories of their previous fume event(s) and strongly recommend Flight Attendants get checked out by a medical professional. Captain and First Officer are removed from their trips. Aircraft X is taken out of service to the hangar. Flight Crew leave and Flight Attendants discuss what to do as a crew of four. Flight Attendants decide to get checked out. The manager, [name], takes Flight Attendants to ZZZ1 crew room to get a pamphlet. A driver, [name 1], picks Flight Attendants up from the upstairs departures pickup area of ZZZ1 airport. He does not wear his mask for our trip to the airport. Who is this man, and why is he so knowledgeable on Aircraft Fume Events? Flight Attendants arrive at the Medical Center and give drivers licenses to the check in desk. Flight Attendants are confused and exhausted from this disjointed and traumatizing experience. Flight Attendants are taken back individually and given blood, blood pressure, and EKG tests, and then an Air Blood Gas [ABG] blood test. Only two have successful ABG draws - FA 1/FA 4. FA 2 is faint after the unsuccessful ABG, and nearly faints in the room. FA 1/FA 4 tend to her as the nurses seem uninterested or even knowledgeable on how to handle a faint patient. FA 2 is on the phone as this happens and he takes a photograph on his phone of the commotion. FA 1/FA 4 get blood test results. FA 4 has an extremely high blood pressure - normally at 117/79, and this result was 145/86. Flight Attendants are concerned about their well being and also having anxiety at this point over work and call tracking to be returned back on the trip for our leg tomorrow once cleared by ER doctor. Tracking informs that Flight Attendants cannot work, cannot be given a hotel, and must be flown home. Flight Attendants get to the gate to fly home and cannot check in. This is not a positive space deadhead, but a revenue standby ticket. Flight Attendants arrive home. FA 4 awoke this morning without much sleep, still with an increased heart rate. Per discussion with Captain and First Officer, synthetics utilized in the oil for APU and Engine are corroding seals and burning fumes into cabin. During the first communication on the all call inflight with the Flight Deck, I became concerned about our Captain and First Officer and told them to please keep in contact to make sure they, and all of our crew members and passengers, were not in danger. I am not a flight crew member, but I think we should have turned back to ZZZ to have the aircraft inspected. I was very concerned about what could happen during our flight to ZZZ1 if these fumes were more noxious than expected. The Flight Attendants noticed a pilot in the cabin and made note that he could be a valuable resource if our flight deck became incapacitated. The Flight Deck was on oxygen during our flight, while the Flight Attendants were smelling odors throughout the cabin, trying to maintain normal flight service standards, and answering questions from passengers on the odors. The Flight Deck should have come to the hospital with us. The greatest disappointment felt throughout this entire process is the dichotomy between how the Flight Deck and Flight Attendants were treated. Flight Deck was immediately removed from the rest of our pairing together, (a ZZZ1-ZZZ2 turn), and given the opportunity to seek medical assistance. The Flight Attendants were not provided guidance from the manager who met the flight - he was mostly silent and listening to our personal discussion. The Flight Attendants were placed in an uncomfortable situation and decided to seek medical assistance. [Airline name] coded our medical evaluation as a voluntary sick occurrence, during a critical period, and we may incur double the performance points regarding this issue - because of an aircraft malfunction. We had a traumatic experience at work. This should not be a chargeable sick event, and the amount of stress and lack of formal process throughout this event is embarrassing. Why are the Flight Attendants to be punished for an aircraft malfunction, but the pilots lauded for their report and thus the aircraft was taken out of service to the hangar? The aircraft was taken out of service, Flight Crew removed from the rest of the pairing, and the Flight Attendants are to continue, without seeking medical assistance, and punished with double performance sick points over a holiday period after working so hard and now have complications without any

fault of our own. We saw a doctor hours after the incident, which was way too late to get accurate readings. I have had no certain guidance or recourse on what will happen to our holiday pay incentives and we have reason to believe that we are to be punished financially and professionally due to an aircraft malfunction and circumstances completely out of our control. Per the [Pilot's] document provided to us by our Captain: "After the Exam we strongly recommend that you carefully consider your fitness to fly after the event...You've just been through a traumatic event, been to a medical facility, and you may not be thinking straight. Do NOT let a Chief Pilot, Dispatcher, Manager, or anyone else pressure you to fly until you've had time to get your head right and make sure there are no lasting physical effects." By contrast, the Flight Attendants are left in the dark, without guidance, and we had nothing to go by other than this bit of information magnanimously shared by our Captain. These two Flight Attendants did not have enough blood drawn to have a conclusive blood gas level result.

Synopsis

Air Carrier Flight Attendant crew reported a fume event which caused the cabin crew to experience physiological symptoms. At destination, arrival Maintenance removed aircraft from service.

Time / Day

Date : 202111

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 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1858212

Human Factors : Workload

Human Factors : Time Pressure

Events

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Aisle chair passenger required additional assistance and time while boarding in order to appropriately accommodate his Lithium battery wheels. This process caused a minor

departure delay. Station personnel handled this situation perfectly. There appears to be someone in management harboring a negative bias against my continued employment, so all reports will be filed moving forward.

Synopsis

Air Carrier Flight Attendant reported Lithium powered mobility device required longer than normal to correctly handle and store device. The additional handling time resulted in a minor delay.

Time / Day

Date : 202111

Local Time Of Day : 0601-1200

Aircraft

Reference : X

ATC / Advisory.Center : 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 : Cruise

Airspace.Class A : ZZZ

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1854677

Human Factors : Physiological - Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1854684

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Around XA: 10 noticed an odor in the back portion of the cabin. I called the #1 F/A (Flight Attendant) and discussed odor. The #1 called the flight deck and they advised that "We went through some precipitation" and the odor should go away. It did not...it became stronger. I called the flight deck and described what we smelled and that the #1, myself (#2) and #3 flight attendants were symptomatic. The Captain stated that he would call it in. We landed around XA: 40 and was at gate shortly thereafter. Deplaned without incident and we all left the aircraft as soon as possible. We were met by ZZZ1 medical personnel. Approximately 30-45 minutes later paramedics were called to assess our medical needs. The #3 and myself (#2) were administered oxygen. My symptoms that I felt immediately became worse as the event progressed and they are as follows: At the beginning and during the event: Light headed and very foggy brain, tightness in chest, racing heartbeat, more labored/difficulty breathing, tingling of extremities, scratchy throat and headache. As I write this [next day], I still have headache, tightness in chest, a cough that was not there before the event, somewhat foggy brain/dizzy, headache. It should be referenced that once maintenance arrived they did smell what we smelled, as it was still present in the cabin, and he noted that it was the smell of burning oil.

Narrative: 2

Fume Event.

Synopsis

A321 flight attendants reported a fumes event during cruise. Flight attendants were met by paramedics upon gate arrival to evaluate physiological symptoms.

Time / Day

Date : 202111

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1854150

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

After takeoff I smelled dirty socks, dirty feet odor. Flight Attendant 1 smelled it as well. Captain said it was a fume event. In the cockpit the odor was much stronger than in the forward galley. First Officer said she felt burning in her throat when the event occurred. Company report was filled out. Couple hours later, at the hotel my eyes and face were very red, felt a little congested the next day. Keeping the planes well-maintained, or retire them if the problem cannot be fixed so these dangerous events will not occur. It can be dangerous for the crew's and passengers' health.

Synopsis

B737 Flight Attendant reported a fumes event after takeoff described as a "dirty socks" smell.

Time / Day

Date : 202111

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 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 : 1854147

Person : 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 : 1854676

Person : 3

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 : 1854148

Person : 4

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 : 1854471
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Attendant
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Flight crew detected foul odor before boarding. Captain was notified, we all deplaned, Maintenance was called. 9 hour delay while filters were replaced.

Narrative: 2

Prior to boarding at XA: 30 on Date in ZZZ on Aircraft X a strong cabin odor throughout the cabin. 9 Hour delay upon landing in ZZZ1 at XM: 30 cabin odor came back. [Flight Attendant suggested to] take the plane out of service and fix the issue. Possibly figure out why it's happening more often.

Narrative: 3

Upon turning on the packs a dirty sock smell became very strong throughout the cabin. The Captain called maintenance. The flight was delayed 9 hours. We were cleared to take the plane to ZZZ1.

Narrative: 4

First flight of the day aircraft was brought to gate with APU running by ZZZ Maintenance. During preflight APU bleed was selected on and within a few minutes FA's (Flight Attendants) 3 & 4 came forward reporting strong odor in cabin. Subsequently odor was present in cockpit as well. In a matter of minutes the entire airplane and jet bridge was fill with a strong odor of dirty socks. All 3 FA's deplaned immediately as passengers had not yet boarded. I turned APU bleed off, called Maintenance and FO (First Officer) and I also deplaned. Two maintenance techs arrived and confirmed strong odor and I made

appropriate aircraft maintenance logbook entry, informed Dispatch, completed fume event form and spoke to Operations Chief. ZZZ Maintenance performed engine run, several checklist and replaced cabin air filters and completed AML (Aircraft Maintenance Logbook) sign offs. Nine hours later Maintenance Control released aircraft with APU inoperative. We departed ZZZ with revenue passengers and everything was fine until arrival in ZZZ1. Descending through 10,000 [ft.] the odor reoccurred but not as strong as before. FA's in aft cabin used supplemental O2 and we continued approach and landing. After landing and clear of runway I had FO to turn packs and engine bleeds off and odor immediately dissipated. After gate arrival I called ZZZ1 Maintenance, made AML entry, and completed another fume event form.

Synopsis

Air Carrier Captain and flight attendants reported a fume event prior to boarding. Flight was delayed for 9 hours while maintenance corrected the fume issue.

Time / Day

Date : 202111

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class B : ZZZ

Cabin Lighting : High

Component

Aircraft Component : Electrical Distribution

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1854117

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Dispatch

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action
Result.Flight Crew : Landed As Precaution
Result.Flight Crew : Returned To Departure Airport
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

About 30 minutes into the flight in ZZZ we began to do service when we discovered that the power was out in ALL 4 galleys. The A FA (Flight Attendant) called the Captain to notify her and she told the A FA there were no indications or alarms showing that. She said she was going to call ZZZ1 and to stand by. While we waited we also discovered that the power/lights were also out in ALL 3 LAVs. About 30-40 minutes later the pilots discovered that there was no procedure for it in their trouble-shooting manual. After speaking to Dispatch, ZZZ1 Maintenance and the company Chief Pilot decided to turn us back to ZZZ because it was clearly an "unknown" electrical problem. Once we got back to ZZZ, the Captain [requested priority handling] because we were 15,000 lbs. overweight. They didn't want us to circle to lighten up and land immediately because of the unknown electrical problem and were concerned about what else might fail. Name asked if we should do our [briefing] and the Captain said she didn't think we had to and that firetrucks would be meeting the aircraft. The Captain made an announcement letting the passengers know we would be going back to ZZZ and that we'd have another plane waiting for us. We were a total of X hours and XX minutes before we landed. When we landed there were firetrucks waiting and after 5 minutes or so the Captain made an announcement reassuring the passengers and told them it was a safety precaution having them there and that we were now headed to the gate. We had XXX passengers who were connecting to different cities in ZZZ2 so there were many people waiting and trying to rebook. The passengers were told there weren't any rooms available in ZZZ2 so many stayed in ZZZ. Our crew walked over to our new gate, got on and loaded our bags up and waited 3 hours until we had any word about what was going on. The Operations Agent got on and said, " We're boarding now." The A FA and I said, " We don't have any paper work and neither does the Captain. How many people do we have?" The Operations Agent said, "I don't know." We asked, "So, how are we supposed to board not knowing how many people we have or have any paper work?" The Operations Agent said, "I don't know." Then the Operations Agent said the system is new in ZZZ and they didn't know how to work it or tell the ramp how to load bags. We asked the Operations to talk to the Captain about all of this before she boards and then she brought back the Supervisor. The Supervisor arrived with the Operations and said she had just gotten off the phone with Dispatch and they were told they should've boarded an hour ago even if we didn't have any paper work. The Captain talked to Dispatch and explained this to them. We began boarding about 30 minutes later. We also discovered that while we were waiting that our flight---FLIGHT XXXX--- had been "cancelled" online when we were clearly working the flight back to ZZZ2. We finally left 3 1/2 hours later after we had walked over from the first plane. Not one person from the company contacted us about this incident or asked me to do this report. The rest of the

day and even after we completed the flight [Company] still showed Flight XXXX as being cancelled. Even after we actually operated and completed the flight it still showed it was cancelled. I would like to know why. Several passengers looking at their apps and trying to let family and friends know when they were leaving and arriving asked why it showed up cancelled. We didn't have any answers for them. That was both embarrassing and suspect to us.

Synopsis

Flight Attendant reported a total loss of electrical power to the galleys and lavatories to the Captain, who elected to perform an air turn back and precautionary landing.

Time / Day

Date : 202111

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1853077

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Physical Injury / Incapacitation

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

After takeoff during climb, I began to smell an acrid smell like exhaust and my eyes were burning. I called to the aft cabin and both FAs (Flight Attendants) could also smell an exhaust odor. I called the Captain and he confirmed he could also smell it. Captain agreed it was a fumes event. He said all his indicators were normal and we would be landing in 20 minutes. The #2 FA, was having trouble catching her breathe and her eyes were blood red. I immediately gave her O2 and informed Captain she was on oxygen. The Captain called back about 5 minutes to check on us. He said that paramedics would meet the flight, to check out all the crew. We landed safely in ZZZ without any further incidents.

Synopsis

A319 Flight Attendant reported notifying Captain of a fumes event during climb.

Time / Day

Date : 202111

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 : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1853075

Human Factors : Physiological - Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1853084

Human Factors : Physiological - Other

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1853465

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Aircraft In Service At Gate
When Detected : Pre-flight
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

The flight was deplaned due to a fumes event but shortly after boarding the plane I began to feel nauseous with a slight headache. I had recently got the vaccine and haven't been 100% so I attributed it to that. I ran to the restroom a couple times but then I felt like someone put globs of Vaseline on my eyes. I (number 4) help in the front and main cabin, said to the number 2 that I wasn't feeling well and shortly after (maybe 2 minutes) the number 1 called stating we needed to get our belongings and get off. We were already on the plane longer than usual before boarding passengers. We had already had a delayed boarding due to maintenance with an armrest and once we began boarding stopped due again due to the maintenance worker needing to do additional work. I could start to smell more of a stench of gas or something unusual in their cabin as I was talking to a passenger in the aircraft but not much in the back and we started deplaning.

Narrative: 2

We boarded about XX passengers but had to stop because of seat armrest needed to be secured or replaced. After 25 minutes we were able to board many more passengers because the mechanic had fixed the armrest. I, the 1FA (Flight Attendant) was standing in front of the cockpit and heard another mechanic who was in the cockpit say to the Captain that we have a fume event and everyone needs to deplane. I immediately felt a headache which I never get and felt a bit physically off. I asked the Captain and he said yes we are having a fume event and he was going to make an announcement immediately, which he did for everyone to deplane. I informed the rest of my crew of the situation, made an announcement also for everyone to deplane and after all passengers were back in the terminal the Captain went through his fume event list with the entire crew on the Jetbridge. ZZZ Flight service met us at the gate area and we were removed from our trip and all of the flight attendants, 3 of us went to the health center. I know I felt much better and my thought processes more normal after we waited the five hours at the hospital.

They did a blood test and concluded that the tests were normal and gave us clearance that we were good to return to work.

Narrative: 3

Maintenance came on during boarding to an armrest. Boarding was halted and Maintenance declared a fumes event. Captain advised passengers to deplane. Passengers were deplaned and then crew deplaned.

Synopsis

A319 flight attendants reported a fumes event of unknown source during passenger boarding resulting in health issues. Flight was cancelled.

Time / Day

Date : 202111

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 : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : APU Pneumatic System & Ducting

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1852599

Human Factors : Physiological - Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1852602

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

After leaving our inbound flight, the Flight Attendant (F/A)-4, and I walked to our outbound gate. Our next aircraft was deplaning. We were able to get on the aircraft early, around XA: 45. Neither of us noticed any odor when we boarded the aircraft. We were wearing our face masks. Eventually the F/A-2, Captain and First Officer arrived. We had a briefing with the Captain. After the briefing the Captain and the First Officer wanted coffee. To brew the coffee the APU was started. The boarding process began on time. Early in the boarding process, the Captain stopped boarding due to a mechanical issue unrelated to the odor/fume issue. Approximately 25 passengers were aboard before boarding was stopped. They remained on board until the decision was made that the aircraft would be staying in ZZZ for maintenance. During the halt in boarding, the Captain made several trips to the back of the aircraft and also up the jetway and back to the aircraft. On one of his early (2nd maybe) trips he stopped in the galley to ask F/A-4 and me if we could smell anything. Unfortunately, I had just opened the oven to heat up crew meals for the Captain and First Officer. The only thing you could smell in the forward galley was that nasty odor that lives in all aircraft ovens. It wasn't until all of us got off the aircraft that I could smell an odor. I had taken my mask off and was standing near the bottom of the jetway when I noticed the odor. When I went closer to the aircraft the odor was more noticeable. To me the odor smelled like an old dirty wet carpet or damp old upholstered furniture. (Not the nasty oven smell.) Symptom wise, I had a very slight headache, my eyes were extremely bloodshot, I had brain fog and was extremely tired on [date] afternoon and evening. [Day after] I spent most of the day sleeping/napping and went to bed early (XK: 30).

Narrative: 2

I was flying position 4, so I was forward near 1L door with FA1 (Flight Attendant) for boarding. The Captain was in the flight deck and called out asking FA1 if coffee was made. FA1 stated the APU needed on to make coffee. The Captain started the APU. Boarding began and only a few passengers were on board when the Captain advised us that he stopped boarding for a maintenance issue. The Captain walked through main cabin to aft galley where he spoke with FA2. The Captain returned to the fwd galley and asked us, FA1 and FA4 if we could smell anything unusual. Just before the Captain had asked us this question, FA1 had opened the oven door to put pilot meals inside. FA1 and FA4 both told the Captain that all we could smell was the stinking oven. The Captain informed us that he smelled an odor other than the ovens and told us he was having maintenance look into it. We were eventually notified that we would be deplaning and moving to new gate/new aircraft. We deplaned and left the aircraft. The Captain, First Officer, and all 3 flight attendants stepped onto the jetway. At this time, FA1 removed her mask and said she could now smell something. I, FA4, removed my mask and agreed that there was some sort of an odor. FA2 then stated he could smell something while in main cabin/aft galley. Crew proceeded to new gate/new aircraft and finished duty day in ZZZ1.

Synopsis

A319 flight attendant crew reported a fumes event during passenger boarding. Shortly thereafter, the Captain informed the crew to stop boarding and that maintenance would assign an aircraft swap.

Time / Day

Date : 202110

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.ATC Facility : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

Component

Aircraft Component : Electrical Distribution

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1852355

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

I was advised by the B and C FAs shortly before reaching 10,000 feet, that there was a strong electrical smell coming from row 22-24, they advised the flight deck. Once we had arrived in ZZZ, passengers in the same area, advised the C and B FAs that there was condensation coming from the ceiling in the same area 22-24. When we got on the plane in ZZZ1 the flight deck advised us that the APU was inoperative.

Synopsis

A320 Flight Attendant reported a smoke and fumes event during departure.

Time / Day

Date : 202111

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.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 : Final Approach

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1852345

Person : 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 : 1852347

Human Factors : Physiological - Other

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Passenger
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

With 10 minutes until landing in ZZZ Airport, Flight Attendant (FA)-2 and I smelled a strong chemical odor. We immediately notified the flight deck. It originated in the aft galley through the air vents. Passengers near the aft galley could also smell the odor and reported it to us. Maintenance came on board after the passengers deplaned. I filled out the cabin odor sheet and gave a copy to the Captain.

Narrative: 2

I was the number 2 on this flight and in the aft galley with the number 4 at the time of incident. About 15 minutes prior to landing I smelled a strong odor of what initially smelled like vomit. The smell then changed and smelled musty and moist, like when you turn on an air conditioner after it hasn't been used. The number 4 smelled it as well and called to notify the Captain. I felt dizzy for about 5 seconds but that could have also been due to us descending. Upon landing a passenger used the lav and reported that he smelled something too but thought it was coming out of the air vents in the lav. I was subjected to the odor for about 25 minutes.

Synopsis

A321 flight attendants reported a fumes event described as a "chemical odor" during approach. Flight crew was immediately notified and the flight was met by Maintenance at gate arrival after a safe landing was accomplished.

Time / Day

Date : 202110

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Person

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 : 1852117

Human Factors : Fatigue

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

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

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected.Other

Result.General : Work Refused

Result.Flight Crew : Landed in Emergency Condition

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

After landing in ZZZZ I talked to duty manager. He asked if I was OK and then proceeded to notify me of our crew's new pairing information. He never asked if I felt, or my crew, if we could continue on to our next flight or if we were having any physical or other symptoms following our emergency. After notifying him that we did not want to fly again that day he told me that it wasn't that simple and that I was putting him in a difficult

situation. I said that I understood but that we had just been in a difficult situation. He also said that I can't just make that statement. He also wanted to know why Name, had changed her mind after she told him on the phone that she was fine. I explained that I was willing to pass the phone to each flight attendant so that they could each inform him of their request. He then asked if we were unable to perform our safety and customer service responsibilities. I said yes, we felt we were unable to do so and that it was a consensus with each flight attendant. About an hour after landing, I felt a sudden arc like headache and felt cold in both my hands and feet. I also experienced chills throughout my body. I had a surge of adrenaline during the emergency incident and afterwards felt both fatigue and extreme thirst.

Synopsis

Flight attendant reported a headache, feeling cold in the hands and feet, chills throughout the body, fatigue and thirst after landing.

Time / Day

Date : 202110

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person : 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 : 1850905

Human Factors : Physiological - Other

Person : 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 : 1850904

Person : 3

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 : 1850906
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

On descent into ZZZ a very strong odor consumed the cabin. The smell was sweet and pungent at the same time. The odor was so strong it made my eyes burn, breathing was difficult, I got a headache and it left a metallic taste in my mouth along with mild dizziness. The number 2 and 4 had the same reactions.

Narrative: 2

As we were descending into ZZZ the Flight Attendant 2 (FA2) and myself smelled a strange odor and it got much stronger as we were getting closer to landing. I called to FA1 and he said he smelled the same thing. FA1 said he would inform the Captain. The FA2 and I wet paper towels and placed them over our nose and mouth. After landing the smell went away a little. When we arrived at the gate the mechanics met the aircraft and stated he smelled the odor as soon as we opened the door.

Narrative: 3

While starting our descent into ZZZ I Flight Attendant 2 (F/A 2) and F/A 3 smelled a musty smell that got stronger. We put wet paper towels under our mask because the smell was that strong. The closer we got to ZZZ the better it got and after landing the smell was gone. The F/A 3 called the F/A 1 during descent to tell the Captain. F/A 1 informed the Captain and when we arrived mechanics were there to meet the flight and said when the airplane door opened they smelled the fumes. All the F/A's and Captain had a metal like taste in there mouth and some even had headaches.

Synopsis

A319 Flight Attendant crew reported a fumes event during descent resulting in crew experiencing physiological symptoms. Maintenance met the aircraft on arrival.

Time / Day

Date : 202110

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC

Light : Dawn

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

Airspace.Class B : ZZZ

Maintenance Status.Maintenance Deferred : Y

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

Maintenance Status.Maintenance Items Involved : Testing

Component

Aircraft Component : Cockpit Door

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1850625

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1850900
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Dispatch

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Boarding
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1850902
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Crew
Were Passengers Involved In Event : N
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action

Assessments

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

Narrative: 1

Key pad to cockpit door not working. Maintenance tried to fix the key pad; they could not fix. They MEled the pad for 2 days. We would have no access to the cockpit during flight if something happened to both the cockpit crew. This is not safe.

Narrative: 2

The cockpit keypad was inoperative. Maintenance tried to fix, but then they placarded it. Captain said it would have to be fixed within 2 days. The ZZZ-ZZZ1 flight was scheduled for 5 hours. If for any reason the cockpit became incapacitated the flight attendants would

have absolutely NO access to the cockpit. I did not feel safe in this situation. I did not feel safe for my crew, my passengers and myself. I was the #4 [Flight Attendant].

Narrative: 3

Before the boarding, Captain notified FA1 that the keypad is broken and the maintenance is going to be onboard trying to fix it. We completed boarding and the cabin was ready but the Captain told us not to close the door because they were still working on the keypad and it was nothing major and shouldn't take long. Then he notified the FA1&4 that they decided to go without a working keypad to entry the cockpit. FA4 told me and FA2 and we shared our concern and the captain wanted to speak to us. He said the plane is legal to fly with an inoperative keypad but if we want to be removed from the flight it's our call. At that point, he did not seem to understand our prospective that if something happens in the cockpit we have no access and he was only speaking from his prospective that it's safe to fly to them. The airplane might be safe to fly but the cabin is not safe in case of emergency. Captain always briefs FAs if we know the code to get in to the cockpit and if we know HOW to get in as well in case of emergency because they have to depend on us in case of emergency. This briefing is the most important briefing it seems like because I hear this every single time I fly but this captain did not understand our concerns and ignored our safety as well as passengers safety. The Captain told us it was our call to get off or not. I did not feel safe to fly on a plane not knowing the full health conditions of the pilots. It may have been unlikely that something would happen to the both of them but we never ever expect any accidents to happen but they do. You can never tell when they will happen and to take a risk that like that is risking my life for death. Also he told me it was safe but that's because they are not the ones who need to enter the cockpit if they are both unable to function. But the flight went out after it was fixed so it wasn't something that couldn't be fixed. It needed to be fixed in order for FAs and passengers to feel safe to fly. The inop keypad should be a NO-GO item to protect everyone's safety.

Synopsis

Flight attendants reported concerns over an inoperative cockpit door key pad that would have prevented access to the cockpit from the cabin during flight.

Time / Day

Date : 202110

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC

Light : Night

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : Y

Maintenance Status.Records Complete : N

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : N

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Testing

Maintenance Status.Maintenance Items Involved : Inspection

Component

Aircraft Component : Electrical Distribution

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1850358

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Ground Personnel

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1850626
Human Factors : Troubleshooting
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Human Factors : Confusion
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew

Person : 3

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 : 1850367
Human Factors : Troubleshooting
Human Factors : Situational Awareness
Human Factors : Communication Breakdown
Human Factors : Confusion
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Ground Personnel

Person : 4

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : First Officer
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
ASRS Report Number.Accession Number : 1851761
Human Factors : Troubleshooting
Human Factors : Human-Machine Interface
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Flight Crew

Person : 5

Location Of Person.Aircraft : X
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1852014
Human Factors : Troubleshooting
Human Factors : Situational Awareness
Human Factors : Human-Machine Interface
Human Factors : Communication Breakdown
Human Factors : Confusion
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Other

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.General : Evacuated
Result.Aircraft : Aircraft Damaged

Assessments

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

Narrative: 1

Plane arrived late (XA25) FAs (Flight Attendant) boarded shortly after because the plane was ferried in from ZZZ1 where it had diverted on DATE due to a smoke in the cabin event. The IFE Button on the FC (First Class) console had a small "INOP" sticker on it (No one had mentioned the IFE, only that the WiFi was inop.) The cabin was dark, with no power turned on. The plane was not clean and many FC and BC (Business Class) seats were fully reclined. A used PBE (Protective Breathing Equipment), electronic containment bag, and heat resistant gloves were left out on seat 1F. Cleaners boarded and started to clean and the aircraft lights and power came on from cockpit. CA reportedly turned on the IFE. Around XA50 - XA55 the FA3 and FA5 were in the BC galley and smelled smoke, simultaneously the cleaners started to shout from the back that there was smoke in the cabin, and the FA2 made a PA from the AFT galley "smoke coming from row 18" (the #2 reportedly looked for a PBE to don, but it was missing -- most likely the used one in 1F). The FA5 called the cockpit from the 2L door phone to inform them of the smoke, but there was no answer. As the cleaners were starting to come up, the FA5 went to the cockpit to inform them of the situation. The FO (Flight Attendant) was there, but the CA (Captain) was not initially. The CA returned while the FA5 was relaying the information to the FO, and told FAs to get off the aircraft and turned off the lights and power. FAs and cleaners

attempted to get off the plane in the dark. Upon exiting the aircraft, the gate agents were coming down the jet bridge to see if we were ready to board. The Agents initially tried to stop FAs from getting off the aircraft. FAs shouted that there was smoke on the plane, but Agents continued to try to impede FAs until the lead agent saw the smoke himself as FAs pushed past him. Upon exiting the aircraft, FAs experienced headaches, coughing, heart palpitations, and shaking. FAs called Management and spoke to Manager, who instructed FAs to come upstairs to Operations. FAs did so and explained the situation to him, and then he arranged transportation for FAs 1, 3, 4, and 5 to the Hospital in ZZZ2 (since the airport doctor had gone home at XA00.) This aircraft should have NEVER been approved for service with passengers, after being diverted the day before for a smoke in the cabin incident and then ferried with no FA crew and no power turned on. If the Agents had been allowed to board on time, had the aircraft not arrived late, the situation could have been MUCH worse! Also, Agents should never attempt to impede crew members fleeing an aircraft. They should treat the hurried exiting of all flight crew as an emergency, and honestly should have known better. As the lead agent was training a trainee, I believe he was more concerned with departure time than safety. The company needs to stop penalizing agents for late departures, so the focus is placed on safety where it belongs!

Narrative: 2

Aircraft X was delayed and ferried in. Aircraft was dark with no power. Aircraft was not cleaned or catered (dirty blankets was on floor, seats backs were still reclined. Used PBE (Protective Breathing Equipment) was on 1F seat in FC (First Class). After cleaning crew arrived on aircraft, within a few minutes smoke and fumes were detected onboard coming from main cabin. The Captain instructed for all to exit aircraft. Aircraft should be safe for Employees and Passengers to enter. The fact that a used PBE was on a seat in cabin indicate that there was some kind of fire/smoke issue. Cabin crew should not be rushed onboard so that dependability can be met, when arriving aircraft had issues that was not sorted out after aircraft is ferried in..... SAFETY SHOULD ALWAYS BE FIRST. Top priority!!

Narrative: 3

Aircraft X arrived to Gate XX late. Crew boarded a darkened aircraft and waited to pre-flight. Aircraft was not clean. Most of the seats were in reclined mode, dirty pillows and blankets everywhere, food on the floor, AND a used PBE (Protective Breathing Equipment), hot gloves on seat 1F. Cleaners boarded aircraft. Within 5 minutes, smoke and fumes were detected coming from row 18 in Main Cabin. Cleaners began evacuating aircraft. Captain instructed for everyone to get off the plane. Crew quickly grabbed their things and exited the aircraft. The agents should have been informed of the condition of the aircraft. Crew should have never been let down the jet way and pressured to begin pre-flight and boarding process. There was so much concern about a "Delay" charged to their work group. Safety should be the first order of business.

Narrative: 4

This aircraft was flown in without passengers from ZZZ after a diversion on a prior day due to a smoke event. It arrived close to our scheduled departure time. When we got on the aircraft it was completely powered down. No external power was connected. The Captain powered up the aircraft and I completed the equipment check and went outside to preflight the aircraft. Upon my return to the cockpit, I had barely sat down while the Captain was going over the logbook and reading the MEL to me. We were discussing the MEL when we were informed of smoke coming from the area of row 18. We immediately shut off the galley and commercial push buttons. We then went back to the flight attendant panel and saw that the IFE master guarded push button was on. The CA

(Captain) turned it off. At this point I believe that the aircraft had been powered for around 10-12 minutes. I have no idea how long the IFE master on the flight attendant panel was on. The smoke was noticeably bad in thickness and odor even from the front entry door. The CA made a decision to call Maintenance and shut down the aircraft entirely. I returned to the cockpit to do that while the CA got a flashlight and started removing the FAs (Flight Attendants) and caterers from the aircraft. I followed him to the rear with a flashlight as soon as the aircraft was powered off to confirm it was empty and not actively burning. There was a simple, small white sticker on the FA panel over the guarded IFE master. I don't know if a flight attendant would know what that was. I believe that someone would need to ignore the sticker and lift the guard to power up that system- but I don't have any experience using that panel or that master switch. It is likely that an FA in hurry could flip that guard up and power up the system with barely a glance at the panel. Just muscle memory. This is a system that had previously caused an airborne smoke event. Power that is only separated from an identified fire hazard by a button on a flight attendant panel is an obvious hazard. I'm concerned that there wasn't a maintenance controlled removal of power to the system that caused a smoke event prior to revenue flight. An aircraft cleared for revenue flight should not have only a button on a flight attendant panel, unmonitored during flight by the pilots, that can power up a system with a known fire hazard.

Narrative: 5

Aircraft was ferried from ZZZ1. On arrival and looking at log book when I got on aircraft I saw it was MELed for IFE (In Flight Entertainment) System. Further inspection of right-up revealed aircraft a few days earlier flight had diverted into ZZZ1 for smoke/fumes in cabin [row 18]. Talked about it with FO (First Officer) and we looked at the MEL/NEF together about procedure. We verified the FAP (Flight Attendant Panel) IFE switch was off and placarded. We then proceeded with our normal preflight flows as the caterers/cleaners were doing their jobs. The FAs (Flight Attendants) came onboard and were putting their bags away when we were alerted from one of our FAs that there was smoke coming from row 18 area. At this point I saw that the FAP IFE switch was on. I immediately shut it off as well as the Galley/IFE and Commercial push buttons, got my flashlight and my FO and we got everyone off the aircraft. The FAP IFE switch was turned on at some point during pre-boarding which powered the IFE system. Smoke immediately dissipated with power shutdown and called maintenance. When Maintenance arrived I informed him I was not taking the aircraft and he concurred and removed it from service. I asked the FAs if any of them had turned on the IFE system and they all said they didn't. 4 FAs said they had lingering effects of smoke and were going to get off trip. We all went to Operations and I talked to their Supervisor and made sure they were being looked after. Since we had just gotten to aircraft and were doing our preflight prior to FAs boarding hadn't had a chance to brief them yet. The IFE switch was placarded but in retrospect was just a small white sticker on the guarded switch that in haste could have been turned on. After the event I had some time to think about everything that happened. My FO and I talked about it on the way to ZZZ3 extensively. We came to the conclusion that for such a potentially serious problem the aircraft should not be flown on revenue flights. A known wiring issue with a previous history should have grounded this aircraft until it was properly corrected. Having a switch that is not on flight deck and readily available to the pilots is asking for trouble. While I wish this never happened and FAs were exposed to some noxious fumes and smoke I am thankful this all happened on the ground and not in flight.

Synopsis

A321 flight crew and flight attendants reported smoke and fumes on aircraft after initial application of electrical power. Captain elected to secure electrical power and evacuate the aircraft.

Time / Day

Date : 202110

Aircraft

Reference : X
Aircraft Operator : Air Carrier
Make Model Name : A319
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Flight Phase : Descent

Component

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

Person : 1

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1849632

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1849627

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Safety Related Duties
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1849612
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

A moldy smell was detected by FA2 [Flight Attendant] and FA4 during decent for landing. I did not smell anything

Narrative: 2

Fume event on [date]. Musty smell during preparation for landing that lasted 10-15 minutes. Captain was notified.

Narrative: 3

On descent fumes began to fill the cabin. Strong smell of locker room/sweaty socks. Cause headache, and confusion.

Synopsis

Air carrier flight attendants reported a fume event during descent and landing.

Time / Day

Date : 202110

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

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 : Cruise

Cabin Lighting : Off

Component

Aircraft Component : Brake System

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1849084

Events

Anomaly.Aircraft Equipment Problem : Critical

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

We had just gotten out of sterile heading from ZZZ1 to ZZZ when the red flashing lights and Captain calling for emergency. I was just getting my cart ready for service. I answered and Captain said he was calling for priority handling. Our breaks were giving him errors. He said he wasn't sure if it was correct since the light kept going off and on but to be safe we were heading back to ZZZ1. He said we had time since we had to burn off fuel. He said he wanted us to do the brace commands to be on the safe side but that we wouldn't do an evacuation. We would do a standard deplaning at the gate. Worst case scenario we would have stairs brought to us on the Tarmac. After getting off the call W Flight Attendant came to the back. We checked our time. We put all the service stuff away in the back and I pulled up the planned Evac Checklist. I started making the announcements per the manual. We had the cabin lights turned to full bright and A FA (Flight Attendant) and a dead heading FA did the brace position demo while I read. After walking through the cabin and making sure everyone was doing it correctly and giving additional info to the parents with lap children, we secured everything and top our jump seats. Turning out the cabin lights. At that point we still had time and we had some people using the restroom. When sterile came on we locked the lavatory doors in preparation. A few moments later I had a father and child come to the back at which time I advised him that they needed to return to their seats and buckle. After a few moments of advising they could not use the restroom at that time that they needed to return to their seats because we were about to land, they finally complied. At Captains' command I shouted the brace commands until we landed and taxied off the Runway. We deplaned with no issue. I then went to the other plane and worked the same flight out.

Synopsis

Flight Attendant reported the flight crew elected to perform a diversion due to brake error messages. The aircraft landed and taxied safely off the runway.

Time / Day

Date : 202108

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 : EMB ERJ 170/175 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class C : ZZZ

Cabin Lighting : Off

Component

Aircraft Component : Cockpit Door

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1849028

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Diverted

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

The cockpit door opened during takeoff. A Flight Attendant closed it. It kept reopening so at 10,000 B Flight Attendant came to assist A Flight Attendant and keep the cockpit safe. The Captain asked us to push a cart against the door and make our clear zone barrier. They couldn't get it to lock so we proceeded to divert to ZZZ The Captain had us stay up front until imminent landing and then I went back to my jump seat for landing. The passengers were informed and asked to remain seated. The few that couldn't hold their bladders used the back. Luckily upon landing in ZZZ the gate agent and operations already had a gate and plane swap ready for us. Would have been a faster swap had we not had an aisle chair passenger. Fix these planes. They're also extremely hot.

Synopsis

EMB-145 Flight Attendant reported that the cabin door opened during takeoff. The crew was unable to close and lock the door, so they diverted and a plane swap was done.

Time / Day

Date : 202110

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Improperly Operated

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1848975

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Assessments

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

Narrative: 1

Upon Arrival to ZZZ International Airport I called the B Flight Attendant and stated over the PA "prepare doors for Arrival and Cross Check". As soon as I went to the door I look through the peep hole and saw the gate agents eyes. I reach for the flap to open it up to pull up the two red levers and as soon as I reached for the handles the main handle started to lift up and I jerked back. I never gave the gate agent a thumbs up to say that the doors were disarmed and I never went to disarm the R1 door either. I watched the gate agent continue to pull the door and I looked at him and the floor and saw the bag deploy. I immediately called the FO and the Captain of what had transpired. Only the B flight attendant try to console me and informed me to take pictures and fill out an incident report immediately.

Synopsis

Flight Attendant reported that while preparing the doors for arrival, the gate agent opened the door before it was disarmed causing the slide to deploy.

Time / Day

Date : 202110

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

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 : 1847246

Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Electrical smell aircraft right- around rows 8,9,10. Before boarding flight attendants heard continuous bells. FA4 mentioned to FA1 two call bells were flashing around rows 8,9,10. FA2 also mentioned to FA1 that there was an occasional crackling, sizzling noise. FA1 asked the First Officer who was standing in forward entry area to come to rows 8,9,10 to

listen to noise. FA1 mentioned to First Officer that she could smell electrical smell/odor. No smoke just an electric smell/odor. FA1 noticed caution light on CIDS panel was illuminated. First Officer went to inform Captain. Captain told FA1 that they were going to shut down power to aircraft. FA1 informed FA2 and FA4 that power was going to be shut off. After power was shut off smell/odor was no longer noticed. Mechanics came on board. Flight service manager came to aircraft to check on flight attendants as well as get information on smell/odor. Pilots informed flight attendants that we would be changing aircraft.

Synopsis

Air Carrier Flight Attendant reported a fume event during preflight. Maintenance troubleshooted the issue and a different aircraft was assigned.

Time / Day

Date : 202110

Local Time Of Day : 1201-1800

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

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 : 1846807

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

While B Flight Attendant did a second walk through the main cabin after the first beverage cart she noticed the passenger in seat, did not have her mask on. B Flight Attendant requested that she put her mask on. Passenger stated she was drinking her beer. B Flight Attendant informed passenger that she needed to put her mask up between bites and sips. Passenger pulled mask up after rolling her eyes. A few minutes later the passenger came to the back galley (with her mask down) to request a refund for her beer since "she is not allowed to drink it". At this time she did not bring an unopened can to the back. She was holding an open partially dented can. I did not refund the beer. I informed her she could

finish her beer and put her mask up between sips. This is a policy that had been announced three times already during the flight. Passenger took her beer into the lav. Passenger asked for my business card. I did not have one. Passenger asked for my full name and I gave it to her with the flight number. When passenger came to the galley she had her mask down. I asked her to pull up her mask. And requested that she keep it on while talking with the crew. She pulled it up. This passenger felt my request was unreasonable. She will be writing in to complain about me. I reiterated that the mask policy is a federal regulation. This passenger was wearing a gator instead of a mask.

Synopsis

Flight Attendant reported a passenger problem related to the passenger not wearing a mask.

Time / Day

Date : 202110

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1846766

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

We were deplaning the last couple of passengers (Sport team). I don't know if the APU was hooked up yet when the dirty sock smell came from the aft galley and moved throughout the cabin. I told the Captain. He began doing some checks. There was a previous write-up on date, about the fumes. I asked the cleaners to stay off because of the fumes. All crew got off and ended up waiting in the airport for 6 hours or so because the Captain and FO did some test runs and checks. We boarded the people and the Captain became illegal. We canceled the flight. All crew had some irritations due to the fumes. I suffered a headache which lingered throughout the night. We stayed at the same hotel as our passengers. We had a 10 hour over night. [Reporter suggested] fix the problem to begin with on date.

Synopsis

Air Carrier Flight Attendant reported a fume event during deplaning. Maintenance was requested resulting in extensive delay and flight cancellation.

Time / Day

Date : 202110

Local Time Of Day : 1201-1800

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-900

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Person

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 : 1846266

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Strange odor in cabin. Odor in cabin.

Synopsis

Boeing 737-900 Flight Attendant reported a fume event.

Time / Day

Date : 202110

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Dawn

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Released For Service : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

Cabin Lighting : High

Component

Aircraft Component : Door

Aircraft Reference : X

Problem : Design

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1845342

Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Routine Inspection

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Yesterday morning while on Aircraft X as the "B" FA, while doing my safety and security checks for originating Flight ABCD from ZZZ-ZZZ1, while the aft aircraft entry door on aircraft left (Captain side) is closed, I was unable to fully open the compartment door to get an accurate visual check of my emergency equipment. This was my first time experiencing this issue while working in the B position on a 700. I had to pull out my phone and turn the camera upside down to check the gauge on the fire extinguisher. Again because of slide pack and door handle blocking the door to the emergency equipment, it was not easy for me to check the gauge on the POBs either. The door had to be forced open and closed to gain access to the equipment. This issue will also make it impossible for me to have access to retrieve these items in the event of an imminent emergency. The Captain was notified, maintenance was called out, they stated that there was nothing that they could do to fix it and that it was an engineering issue.

Synopsis

B737-700 Flight Attendant reported they were unable to fully open the compartment door to check emergency equipment due to the slide pack and door handle blocking the door, which could limit access to the equipment if needed. Reporter added that Maintenance stated it was an engineering issue.

Time / Day

Date : 202109

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

Component

Aircraft Component : Cabin Crew Seat

Aircraft Reference : X

Problem : Design

Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1845284

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Jumpseat Issue: Risk of Flight Attendant Injury or Incapacitation I was working position 5 on the B767 where my assigned jumpseat was OWE (Over-wing Exit). I am over 6 feet and due to my height, I was unable to get into proper brace position because the bulkhead wall in front of the wall is too close to the jumpseat. My knees were pushed up against the bulkhead wall and I could not get my feet under my knees. My feet were pushed back

underneath my legs in an uncomfortable position that made it hard to even have my foot flat on the floor. This is a safety concern because I am unable to get in proper brace position. I felt unsafe and feared that I would be incapacitated during an emergency. In my professional opinion as a dedicated safety professional, I have concerns that this issue would cause injury and more likely incapacitation to the flight attendant. Flight attendants who are unable to get in proper brace position, are at higher risk to be injured/incapacitated. This conclusion is based off of my experience in this jumpseat as stated above.

Synopsis

B767 Flight Attendant reported the over wing exit jumpseat does not allow tall individuals to brace properly in case of an emergency.

Time / Day

Date : 202109

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 : B777 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component : 1

Aircraft Component : Cabin Furnishing

Aircraft Reference : X

Problem : Malfunctioning

Component : 2

Aircraft Component : Monitoring System

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1842997

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Seat belt signs were inoperative in J class. Flight Attendant's Rest area air supply warning light was illuminated. FA panel also inop, concerns that evacuation command buttons also inop. Operation should have a safety first approach rather than an on time performance approach.

Synopsis

Flight Attendant reported concerns over inoperative seat belt signs, crew rest area air supply, and inoperative flight attendant's control panel.

Time / Day

Date : 202109

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 : A320

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1842541

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

On take off I noticed a smell of dirty feet. It went away after a couple minutes. I didn't say anything because I honestly thought someone in the back took their shoes off. It wasn't until we were in the van on the way to the hotel that the Captain asked if we smelled dirty socks on landing. I told him I didn't smell it on landing, but I did smell it on takeoff. He said that he wrote it up, but no one ever said anything or called to ask if we smelled anything.

Synopsis

Air Carrier Flight Attendant reported a fume event during initial departure. "Dirty socks" odor dissipated shortly thereafter.

Time / Day

Date : 202109

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 : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1842237

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.General : Work Refused

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

My crew was scheduled to deadhead on Aircraft X from ZZZ - ZZZ1, I was Flight Attendant #1 on my trip. When the working crew arrived at the departure gate, we asked if we could board after they completed their preflight checks. We stood on the jetway until given the OK to board. When I arrived at my assigned seat, I noticed a strange odor that seemed to permeate throughout the cabin. At first I didn't say anything thinking I was the only one who noticed the odor. The odor made me feel sick to my stomach and feel like I was going to vomit. I walked up to the # 1 Flight Attendant of the working crew and asked her if she had noticed the smell. She began to walk towards the rear of the aircraft and at the same time the # 2 said over the PA that there was a strong odor in the back of the aircraft. The other Flight Attendants were describing what they were smelling and how they were feeling. The Captain was notified and he walked through the cabin and agreed that he could smell the odor also. He quickly went back to the cockpit. A cleaner was emptying the trash and he also mentioned how strong the odor was. We were told to deplane and we all removed our luggage and stood in the jetway awaiting direction from the Captain who was on the telephone with Company Dispatch and/or Ops. We eventually moved from the jetway into the terminal after we became tired of standing up. I called Flight Attendant operations to inform them about the cabin odor. After an extended wait, both Flight Attendant crews (working and DH) went to the hotel and the pilots were deadheaded back to ZZZ1. My crew deadheaded back to ZZZ1 this morning. Reporter suggested better communication flow.

Synopsis

A319 Flight Attendant reported a fumes event prior to boarding resulting in flight attendants feeling ill. The flight was cancelled.

Time / Day

Date : 202109

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 : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1841779

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

When Detected : Routine Inspection

Result.General : Maintenance Action

Result.General : Work Refused

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Prior to boarding, the number 3 Flight Attendant stated she did not feel the aircraft smelled right, and at that time, I noticed a smell but nothing extreme until 10 min later when the odor got really intense. I contacted the Captain and told him something is wrong that we could not board due to the odor. The Captain contacted the Agent and then Maintenance was called. The flight attendants had to leave the aircraft cause the odor was so intense and eventually left the jetway and went to the boarding area since the odor was coming into the jetway bridge area. Maintenance stated that the aircraft had a history of this problem with the APU vent flap. I think many aircraft are being patched up instead of really fixing the issues. Unfortunately, it causes harm and injury to the flight crews and passengers. In this instance, the flight attendants were caused to be ill.

Synopsis

A319 Captain reported flight attendant notification of intense odor in cabin prior to boarding.

Time / Day

Date : 202109

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 : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Air Cycle Machine

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1840931

Human Factors : Troubleshooting

Human Factors : Physiological - Other

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1840632

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : Aircraft In Service At Gate
Result.General : Maintenance Action
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

FO turned on the packs, a terrible smell filled the cabin-dirty socks and cow manure. The #3 and I (#4) immediately found it difficult to breathe and my eyes started to burn mildly. I went to the flight deck to notify the FO (the Captain was not on board) of the smell, I told her it smelled like the last fume event I was in but she did not turn off the packs and wanted to see if the smell would dissipate. I returned to the flight deck again and told her that the #3 was having chest tightness and having a hard time breathing. I reiterated that my eyes were burning and that it was difficult to breathe. She finally turned off the packs. I should not have had to visit the flight deck twice to convey something that was pretty clear...this was not a normal smell and, coupled with the fact that two flight attendants were having adverse reactions-which was conveyed in the first visit- action should have been taken immediately. A wait and see approach was unacceptable.

Narrative: 2

Right before boarding the #3 and #1 were standing at 2L/R when she noticed a horrible smell. We both took our masks off to confirm the issue. It smelled like a dirty diaper that then smelled like dirty socks. It was most noticeable in my area then it spread to other areas of the cabin. The 3 went to the flight deck and alerted the First Officer since the Captain had not boarded the aircraft yet. It became so strong I went to the front galley and got another mask for the #3 and I to layer on top of our masks. Once the Captain boarded he removed the aircraft from service. My chest was very tight and was hard to breath, I was nauseous, and a bit dizzy.

Synopsis

Air Carrier Flight Attendants reported a fume event during preflight prior to boarding. The Captain summoned maintenance and removed the aircraft from service.

Time / Day

Date : 202109

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Malfunctioning

Person

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 : 1840634

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

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

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Upon entering aircraft for preflight FA (Flight Attendant) 2&1 smelled strange burning smell in cabin. Specially strong near aircraft right window exit. Notified Captain, he smelled same odor. Captain turned off APU, smell persisted. Captain called maintenance and saw brown oily looking substance above window exit. FA's were onboard for approx 15-20 min and began to all notice mild symptoms, funny taste in mouth, mild headache, dizziness. FA's deplaned and sat at gate. Captain refused aircraft, FA's were removed from trip by manager.

Synopsis

Air Carrier flight attendants reported a fume event during pre-flight. The Captain was notified, APU was secured and maintenance was summoned. Captain refused aircraft.

Time / Day

Date : 202109

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 : 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

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 : 1840114

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Events

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

After completing our ZZZ1 turn and landing in ZZZ the B FA and I headed to our next Gate where we were approached by a Supervisor who asked us if we had just arrived at [Gate] XX from ZZZ1 and when we confirmed we had, he asked how we were doing. We were

confused by this question because we had been uniformed of any issues regarding our flight. Then he proceeded to tell us that there was an air quality issue with that aircraft. We were even more confused as to why we were not made aware of this issue and wanted confirmation or at least more information about what we were dealing with. He then left us and we began communication with CSS (Cabin Service System), and tried to contact a Supervisor. We then learned that it was in fact our aircraft, and they were now tail swapping it out of service. I am unclear on what we should be doing, if we should be concerned for our health, or be tested? I was under the impression that the Supervisor who first approached us would return with more information or at least confirm that it was our flight. I am not feeling well, but I am unsure now if I was already getting sick, or if it was caused or exasperated by this aircraft. I feel like we have been blindsided with some potentially health threatening news and left with no guidance. We need someone to be following up with us about what's going on and what the exact report entails so we can make an educated decision on how to proceed and weather to be tested or not.

Synopsis

Air Carrier flight attendants reported an "air quality" issue after deplaning the aircraft.

Time / Day

Date : 202109

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 : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1840045

Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passenger had a Segway as his medical device. It fit in closet, battery could not be removed, but "deactivated." No vents on battery pack therefore, Captain and Flight attendants agreed to keep in fwd closet. Please update Dangerous Goods section [of flight crew SOP].

Synopsis

Air Carrier Flight Attendant reported passenger mobility device required the battery to be "deactivated" in order to transport in passenger cabin. Reporter further requested the DG section of the FA's SOP be updated.

Time / Day

Date : 202109

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

Airspace.Class B : ZZZ

Component : 1

Aircraft Component : Minimum Equipment List (MEL)

Aircraft Reference : X

Problem : Design

Component : 2

Aircraft Component : Checklists

Aircraft Reference : X

Problem : Improperly Operated

Person

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 : 1838807

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Aircraft
Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part
Contributing Factors / Situations : MEL
Contributing Factors / Situations : Procedure
Primary Problem : Incorrect / Not Installed / Unavailable Part

Narrative: 1

I was made aware by the A [Flight Attendant] that we only had three of our four required emergency checklists for both ditching and land emergency evacuations. As a crew we determined this to be a "no-go" issue, so the A requested one each of the checklists that were missing. We were initially informed that the station didn't have any. Immediately upon being informed of the situation, the Captain became very agitated and began questioning the A as to why we needed the checklists. After an explanation was attempted, the Captain, again in a very agitated manner, proceeded to get on his cell and call the Chief Pilot. As a crew, we checked the manual to confirm that we were correct in our understanding that we had to have four on board and confirmed this to be accurate, to the best of our interpretation. Someone also called for an Inflight Supervisor to come to the gate, but I am not exactly certain which of the crew made that call. A Supervisor did arrive and informed us that they were looking for one, but she had been informed that we were ok using our [tablets] in the event they couldn't find one. At no point up to this time did I feel like anyone considered this more than an annoyance and an unnecessary interruption to their abilities to board the plane for an on time departure. I was even threatened with termination of my job after I said I would not fly if we didn't have the proper equipment. We as Flight Crew are already on high alert where safety and security was concerned, we all felt like no one else cared about anything else but the flight being delayed. I have never felt less supported or more pressured by a Captain in my time of flying. When all was said and done, they found additional copies in the training room, which was what we had recommended about 20 minutes prior.

Synopsis

Flight Attendant reported a required checklist was missing and was found to be non MELable. This caused a breakdown in crew communications and a delay.

Time / Day

Date : 202108

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ1

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 : Climb

Airspace.Class B : ZZZ

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

Maintenance Status.Maintenance Items Involved : Testing

Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835902

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant
Communication Breakdown.Party2 : Maintenance

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Detector.Person : Flight Attendant
Were Passengers Involved In Event : N
When Detected : In-flight
Result.General : Maintenance Action
Result.Flight Crew : Landed As Precaution
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

Working flight ZZZ to ZZZ1. I was working the A position. Was having a hard time closing one door. Tried several attempts on it. Finally that he stepped in to try to close the door forced herself with her body to close it. Even after we close the door it still did not feel right. After closing the door the Captain called back and asked me to disarm my door and reopen it . He said it did not sound right during door closure. That he heard a weird sound as the door was closing. After reopening the door the agent said that the door closure did not look right and there was the hinge from the door that was sticking it out. I re closed the door. Still having a hard time closing the door. The Captain decided to call maintenance out to have it checked since it still didn't sound right during door closure . Maintenance asked " what's the problem ". I explained what the door issue was and he said it was fine. I work the A position all the time closed and opened that L- door time after time and I know when I know that it didn't feel right when I closed it. [Procedures] not at play here. After take off both the D and I started hearing a "swoosh" noise coming from the L-1 door. I was thinking that at 10,000 feet the door would seal and the sound would go away. I could hear very light air coming from above side of the Ali door. I told my D that doesn't sound right. I started feeling a my chest getting heavy, my heart started racing, my head started hurting. I told my D something is wrong. I started seeing almost like tunnel vision darkness and stars. The next thing I remember the D took me out of my jump seat put me in oxygen in seat X. After two puffs of oxygen I started to feel better. I have no idea what altitude we were at. But I do know that something was Very wrong. Captain playing around and return to ZZZ. We had medics meet the flight to check on me. I did not land in my jump seat under the Circumstances.

Synopsis

During door closure for departure, Flight Attendant reported a door did not close properly and was advised by maintenance there was no problem. In flight, the door began leaking and the Flight Attendant became incapacitated, resulting in an air turn back.

Time / Day

Date : 202108

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835663

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Flight attendant's 1 thru 4 detected strong musty chemical smell upon final approach into ZZZ which continued through customer deplaning and while cabin cleaners were onboard aircraft. Pilots also detected the odor in the cockpit once we parked at the gate and cockpit door was open. They called Maintenance and followed their SOP's. The aircraft was cleared to return to ZZZ1. Upon final approach into ZZZ1, the same odor appeared again. It was present during deplaning in ZZZ1.

Synopsis

A321 Flight Attendant reported "a strong musty chemical odor" during final approach.

Time / Day

Date : 202108

Local Time Of Day : 0601-1200

Environment

Flight Conditions : VMC

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Vectors

Component

Aircraft Component : Cabin Crew Seat

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835662

Human Factors : Situational Awareness

Human Factors : Distraction

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : Physical Injury / Incapacitation

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Aircraft

Narrative: 1

While working the X position during cruise after completing beverage service, I opened my jump seat to sit down. Jump seat severely injured my finger tip. Aircraft was diverted to ZZZ [and] parked on the Ramp. [I was then] met by EMTs, was removed by EMTs, and taken by ambulance to hospital for surgery, creating an inadvertent minimum crew violation as I was injured and had to be taken off the aircraft without being able to deplane passengers first.

Synopsis

Flight Attendant reported injuring a finger while operating the jump seat, causing a diversion and a potential minimum crew violation.

Time / Day

Date : 202108

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Descent

Airspace.Class B : ZZZ

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835420

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835421

Human Factors : Physiological - Other

Person : 3

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Deplaning
Cabin Activity : Safety Related Duties
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant In Charge
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1835065
Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.General : Physical Injury / Incapacitation
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

Aft cabin flight attendants called me and asked if I smelled the odor of a fume event, I said that I didn't smell anything and they then called the Captain to inform him of the odor. That is all that we did at this time.

Narrative: 2

During descent and landing the Flight Attendant 2 and I both smelled a very strong dirty socks smell. F/A2 called the Captain and he said it was just moisture burning off, but we both have had fume events before and recognized the smell right away. We both kept our mouths and noses closed until the smell passed. I felt slightly dizzy initially, but then felt fine after a few minutes passed.

Narrative: 3

[Flight AABC/Route] Approximately 3 minutes from landing Toxic fume odor detected. Confirmed by both #2 and #4 flight attendants. Call was made to #1. No odor detected in fwd jumpseat area. After landing call was placed to flight deck and odor was reported. It was dismissed and pilot suggested it was because of the Ozone layer and not toxic fumes. I stated I have been in other fume events and was aware the odor. What we were smelling was the same odor as in past exposure. Again pilot stated it was the Ozone because they briefly smelled it too. I then stated I had called the #1 as soon as we smelled it and no odor was detected in forward door area. When we deplaned the aircraft in ZZZ both pilots were gone. Changed airplanes to go to ZZZ1 on [Flight] #DEDG and had a new flight deck crew. Upon final decent into ZZZ1, Flight Attendant [name] #4, started complaining of shortness of breath, and was clutching her chest. Because landing was imminent , waited until we touched down helped her move to 2R jumpseat. I grabbed a bottle of oxygen and paged for medical assistance. No one responded. I called #1 to call Captain for EMS. I

moved passenger in last row to empty seats as [name] appeared to be getting ready to pass out. She was leaning forward with her head resting on cart door. I solicited help of passenger in moving Flight Attendant #4 to last row while holding her and oxygen bottle. Laid her down, elevated her feet. Grabbed pulse OX and BP cuff, while a CPR certified passenger stood by to assist as necessary. EMS responded quickly and transported Flight Attendant #4 to hospital for further evaluation. CRM was horrible in this initial scenario. Our concerns should have been taken seriously. Beyond my initial call there was no communication or follow up from the pilots on [Flight] #AABC. It was as though the conversation had never happened. We NEED to focus on CRM in training. Assumptions and complacency don't work in our culture, however respect and dialogue do. We know better. Let's do better.

Synopsis

Air Carrier flight attendants reported a fumes event during descent which resulted in cabin crew experiencing health issues.

Time / Day

Date : 202108

Local Time Of Day : 1201-1800

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 : B777-200

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 10

Experience.Flight Attendant.Airline Total : 6

Experience.Flight Attendant.Number Of Acft Qualified On : 5

Experience.Flight Attendant.Type : 10

ASRS Report Number.Accession Number : 1835198

Events

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : In-flight

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

I was seated in my jump seat for takeoff when I smelled a fish-like odor, as if someone were cooking fish. We became airborne and another Flight Attendant said she noticed the same odor. I went into the lavatory and could really smell it coming from the vent above. (It seemed associated with the aircraft). The Captain was informed. He had a deadheading pilot meet [us] in the aft galley to discuss the odor. The pilot felt it was safe to proceed, so we did. There were no known issues but we were continued to be bothered with the smell for the duration of the flight.

Synopsis

B777-200 Flight Attendant reported a "fish-like odor" fumes event during taxi which continued into the climbout. After advising the Captain and discussing the situation with a deadheading pilot, it was determined safe to continue to their destination.

Time / Day

Date : 202108

Place

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1835014

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Electronic Device

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

There was an unclaimed vape in the aft galley on the counter that we believed may have belonged to either one of the cleaners, one of the caterers, or one of the people who did the security checks on the plane. Originally, [other flight attendant] thought it was mine and I thought it was his but when we found out it was neither one of ours, we disposed of it in the trash bin. After realizing very soon (within a few minutes after putting in in the trash bin) that it was a bad idea to put it in there, we took it out. We noticed that the light

on the vape was flashing so we tried looking through the Operations Manual to figure out what we should do with the device. After not finding any information on it, we contacted the purser who contacted the Captain who then advised us to put the device into the thermal containment bag. I was concerned with the vape flashing because I have seen it before where it would flash and start producing smoke. We were not comfortable with leaving it out and exposed.

Synopsis

Air carrier Flight Attendant reported an unclaimed vape device was left in the aft galley. After consulting with the Captain the device was placed in a Thermal Containment bag.

Time / Day

Date : 202108

Local Time Of Day : 0601-1200

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1834055

Human Factors : Physiological - Other

Events

Anomaly.Aircraft Equipment Problem : Less Severe

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

L2 door was making a noise that was louder than just the whistle you usually hear. More of a medium pitched hum. Called the pilots. They said cabin pressurization looked OK on their end. I looked at seals and put my ear up to an area that looked a little looser. It was definitely louder as we explored that seal. About a minute later I started to feel lightheaded and my ability to control my breathing/focus start to feel altered. I asked the Flight Attendant "C" in the back of she was feeling different at all. She ended up feeling weird, too. Things started to feel like it was harder to focus and spin/euphoric feelings. Harder to breathe. She said, "We need to get out of here." And we immediately headed to the front. I felt that I immediately needed oxygen right away and to tell the pilots that something was wrong. I felt faint-like, was grey in color, and sweat on forehead. I felt like I was having a hard time with my ability to communicate as I was speaking with the pilots. The focus/cloudy feeling in my head was unusual and anything I've ever experienced. My breathing felt shallow and also rapid at times. I was able to tell the pilots and immediately went on oxygen. It took a while for my head and body to be able to focus and for the symptoms to lessen. Used almost a full bottle of oxygen. Sat in aircraft right, inboard jumpseat for landing, with the pilot's permission, in order to stay away from L2 door. Still was feeling lightheaded, cloudy, hard to focus feeling even after we landed throughout the night. And a little lightheaded the next day, too. Was checked out by the paramedics and went to the hospital to get checked out as well. FA "C" felt better than I did more quickly but also mentioned she had never been through that before as well... and had never felt those feelings before, either. Maybe there was an air quality issue on my side that I was more exposed to? Or slight decompression/lack of oxygen by my L2 door. I did notice it smelled like dirty socks in the back galley later when I went to the back of the plane. Sat in L2 jumpseat, aircraft right, inboard for landing to avoid sitting by the L2 door for landing. With the captain's permission. I recommend having the door and cabin area on the particular tail number monitored.

Synopsis

B737-800 Flight Attendant reported a fumes event during cruise and experienced physiological symptoms.

Time / Day

Date : 202108

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Component

Aircraft Component : Cabin Crew Seat

Aircraft Reference : X

Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

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 : 1833423

Human Factors : Troubleshooting

Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

Narrative: 1

Unable to loosen/tighten any Flight Attendant (FA) jump-seat harness on this aircraft. Extremely unsafe. We need "one-click buckle" and "one-twist release" like we have on almost every other plane, except this one, and I imagine other Airbuses as well. Potential

for FAs to not be buckled in as per FARs and potential for FA's to not easily exit jump-seat during normal and emergency situations. Recommend inspection and replacement of all FA jump-seat harnesses that are like the one [on other aircraft] to prevent potential unfortunate events from happening. Informed downline FAs to notify Captain. Unsure if all harnesses replaced. Other aircraft affected as well.

Synopsis

Air Carrier Flight Attendant reported the FA harness on this particular A319 jump-seat is very difficult to fasten/release and is different than other aircraft.

Time / Day

Date : 202108

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 : B737-900

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1832881

Events

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

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passenger X, boarded with a backpack in ZZZ and inflight FA B, noticed he was on oxygen and there was no note of this in our special notes on our manuals. We asked him if he'd had it approved or made CSA aware of it and he said no. It was a [model name] and FA B

and I talked with his travel companion, Name and explained that when they get to ZZZ1 they need to see an agent and get approval for the unit to be able to use it on their flight ZZZ1-ZZZ2. We did not switch him over to a Portable Oxygen Bottle (POB) because we were not sure of what flow he needed and did not want to interrupt his oxygen supply that was working for him. They both confirmed they will see an agent in ZZZ1 upon deplaning. No way to have been aware of this until we saw him using it mid flight. None of us could find a list of approved units anywhere on our manuals. Not sure...the backpack was just a normal generic backpack and was stowed for takeoff so until mid flight when we saw him using it we had no knowledge of it. We all tried to search "approved O2 Concentrator" to see if it was approved but could not find a list on our manuals.

Synopsis

B737-900 Flight Attendant reported a passenger using a breathing device during cruise without prior airline approval.

Time / Day

Date : 202108

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

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 20

Experience.Flight Attendant.Airline Total : 13

ASRS Report Number.Accession Number : 1832870

Human Factors : Physiological - Other

Human Factors : Fatigue

Events

Anomaly.Aircraft Equipment Problem : Critical

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

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : Maintenance Action

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

It was a very early show time XA: 30. Once we landed in ZZZ, we had over 2.5 hr wait time for next flight. We had experienced a maintenance issue on the first aircraft after we had already boarded passengers. We had to deplane. Do plane swap, board and taxi out for departure. Just before takeoff another issue with the second aircraft. Return to gate, wait for maintenance decision and deplane. Waiting for another aircraft, that's a third one.

Waited in open hot air at the gate area for next crew. Felt nauseous and lightheaded. Impossible to continue. We had been dealing with extreme heat, upset passengers and stress due to maintenance issues. I have long haul COVID symptoms. Get tired faster than before. Coming back to full health is taking time. All together had put me in the mental and physical condition of being unable to continue my work duties at 100%.

Synopsis

Flight Attendant reported fatigue and being unable to perform duties due to multiple return to gate incidents and plane swaps.