

ASRS Database Report Set

Passenger Misconduct Reports

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

Update Number35

Date of UpdateMarch 30, 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: 1846807 (1 of 50)

Synopsis

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

ACN: 1838144 (2 of 50)

Synopsis

Captain reported passengers refused to obey the face mask policy in flight, which was a safety concern because of the distraction created during critical phases of flight.

ACN: 1837819 (3 of 50)

Synopsis

Air Carrier flight crew reported an intermittent fume event during initial descent. Flight completed a safe landing at destination.

ACN: 1833778 (4 of 50)

Synopsis

Air Carrier Captain reported a delay followed by a cancelled flight due to a discrepancy between the Captain's and First Officer's altimeters on a previous flight which led to maintenance action.

ACN: 1832881 (5 of 50)

Synopsis

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

ACN: 1828260 (6 of 50)

Synopsis

Captain reported returning to the gate and refusing the aircraft due to excessive temperature in the cabin.

ACN: 1827915 *(7 of 50)*

Synopsis

Flight Attendant reported an increase in mask non-compliance during flight operations and requested additional guidance.

ACN: 1823021 *(8 of 50)*

Synopsis

Air carrier Flight Attendant reported passenger misconduct related to COVID-19 mask requirements.

ACN: 1812044 *(9 of 50)*

Synopsis

Air carrier Check Airman reported concerns when informed that the station operations radio "only works sometimes" when attempting to return to the gate and address a passenger misconduct issue.

ACN: 1809981 *(10 of 50)*

Synopsis

Air carrier flight crew reported deviations from standard practices due to distractions in the cabin, causing check list omissions.

ACN: 1809415 *(11 of 50)*

Synopsis

Flight Instructor reported having to strike a student to release the flight controls during takeoff after the student attempted to stop the aircraft from rotating and did not respond to verbal commands from the instructor to release the controls.

ACN: 1805938 *(12 of 50)*

Synopsis

Captain reported a Flight Attendant distracted the flight deck crew during the landing rollout to inform them a passenger was not conforming to face mask policy.

ACN: 1804991 *(13 of 50)*

Synopsis

Air carrier Captain and a Flight Attendant reported a Flight Attendant was still standing during takeoff roll due having to deal with a passenger not complying with face mask policy.

ACN: 1804172 *(14 of 50)*

Synopsis

A Flight Crew reported passengers boarded the aircraft with alcohol. The crew reported confusion with ramp control during push back about potential conflicting push back traffic. The crew reported difficulty completing pre takeoff checklists due to several Ramp Control and ATC taxi instructions during a busy departure period at the airport. The crew reported another taxiing aircraft had its landing lights on making it difficult to see the taxiway markings. The crew utilized the wrong Tower frequency causing them to miss their clearance to taxi onto the runway.

ACN: 1802425 *(15 of 50)*

Synopsis

Air carrier Captain reported not performing the Before Taxi Checklist and subsequently had not set the flaps to the takeoff setting prior to moving the aircraft. Reporter cited distraction from dealing with face mask issues in the cabin area may have contributed to the event.

ACN: 1801802 *(16 of 50)*

Synopsis

Air carrier Captain and a Flight Attendant reported a passenger's child was resisting wearing a face mask. After this problem started the parent then stated the child was under 2 and did not need to wear the face mask.

ACN: 1798864 *(17 of 50)*

Synopsis

Air Carrier Captain reported a father with two children were non-compliant with face mask policy during the flight.

ACN: 1797439 *(18 of 50)*

Synopsis

Flight Attendant reported the aircraft cleaners were slipping onboard to clean the aircraft before the passengers were completely off. One last passenger, resembling a cleaner, remained intermixed with crew and cleaners during the crew's exit.

ACN: 1796297 *(19 of 50)*

Synopsis

Air Carrier Flight Attendant reported refusing to allow a Lithium Ion powered Hover Board in passenger cabin per company Hazmat policy.

ACN: 1795884 *(20 of 50)*

Synopsis

Air carrier flight crew reported missing re-setting the auto-brake system before takeoff and cited dealing with a passenger not complying with face mask policy as a contributing factor.

ACN: 1795292 *(21 of 50)*

Synopsis

Two air carrier captains reported delays due to incorrect MEL procedures performed by maintenance and a passenger not complying with face mask policy.

ACN: 1794252 *(22 of 50)*

Synopsis

Flight Attendant reported it is too early to expand the inflight service. There are too many passengers with face masks down, talking with masks down, and social distancing issues during the inflight service.

ACN: 1793950 *(23 of 50)*

Synopsis

Air Carrier Captain reported passengers not conforming with face mask policy during flight and had personnel meet the aircraft on arrival.

ACN: 1792371 *(24 of 50)*

Synopsis

B737-700 First Officer reported a communication breakdown between flight crew and Dispatch regarding missing signed NOTOC document.

ACN: 1791338 *(25 of 50)*

Synopsis

Flight Attendant reported being distracted by a disruptive passenger and forgetting to advise the flight crew the cabin was secure and they were ready to depart.

ACN: 1791134 *(26 of 50)*

Synopsis

Flight Attendant reported concern regarding the face mask policy as it covers a passenger's identity and creates a possible way to hide unwanted items under the mask.

ACN: 1788520 *(27 of 50)*

Synopsis

Air carrier Captain reported passengers were unruly and not complying with face mask policy despite multiple warnings by the crew resulting in a diversion, and removal of the passengers.

ACN: 1785616 *(28 of 50)*

Synopsis

Captain reported being advised that a passenger told the Flight Attendant they may have been exposed to COVID-19.

ACN: 1784952 *(29 of 50)*

Synopsis

Air carrier Captain deadheading on a company flight reported a passenger would not conform to the face mask policy and was hostile, aggressive, belligerent towards the flight attendants.

ACN: 1784065 *(30 of 50)*

Synopsis

Air carrier Captain reported forgetting to do the pre-takeoff checklist due to being distracted by a passenger being boarded without permission and another passenger not complying with face mask policy.

ACN: 1783856 *(31 of 50)*

Synopsis

Flight Attendant reported a passenger boarded the aircraft with a mask that had holes.

ACN: 1783505 *(32 of 50)*

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

ACN: 1783497 *(33 of 50)*

Synopsis

Flight Attendant reported a child was not wearing a face mask on the flight and questioned how flight attendants could enforce a child to wear a mask.

ACN: 1783416 *(34 of 50)*

Synopsis

Air carrier Captain reported a passenger was not compliant with face mask policy.

ACN: 1783226 *(35 of 50)*

Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy and interfered with FA crew duties.

ACN: 1783197 *(36 of 50)*

Synopsis

Flight Attendant reported a passenger was not complaint with face mask policy.

ACN: 1783179 *(37 of 50)*

Synopsis

Flight Attendant reported being assigned to a passenger seat next to a customer that continually removed their face mask.

ACN: 1783170 *(38 of 50)*

Synopsis

Flight Attendant reported a passenger was required to remove a mesh face mask, while the Gate Agent did not agree, and use a company supplied mask before departure.

ACN: 1783169 *(39 of 50)*

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

ACN: 1782877 *(40 of 50)*

Synopsis

Air carrier Captain reported a passenger was not complaint with face mask policy during flight.

ACN: 1782653 *(41 of 50)*

Synopsis

Two Flight Attendants reported two separate passengers were not compliant with face mask policy.

ACN: 1782448 *(42 of 50)*

Synopsis

Flight Attendant reported that a passenger had to be reminded four times to wear a face mask. Flight Attendant stated that the passenger and his wife were coughing without covering their cough.

ACN: 1782445 *(43 of 50)*

Synopsis

Flight Attendant reported two passengers were not compliant with face mask policy.

ACN: 1782444 *(44 of 50)*

Synopsis

Flight attendant reported a passenger was not compliant with face mask policy.

ACN: 1782320 *(45 of 50)*

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy and talking on the phone when not allowed.

ACN: 1782318 *(46 of 50)*

Synopsis

Flight attendant reported a deadheading Captain and a passenger were non-compliant with face mask policy.

ACN: 1782146 *(47 of 50)*

Synopsis

Flight Attendants reported a passenger was not compliant with face mask policy.

ACN: 1782144 *(48 of 50)*

Synopsis

Flight Attendant reported a group of passengers were no compliant with face mask policy during flight.

ACN: 1782133 *(49 of 50)*

Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy during flight.

ACN: 1782122 *(50 of 50)*

Synopsis

Flight Attendant reported a group of passengers did not comply with face mask policy throughout the flight.

Report Narratives

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 : 202109

Local Time Of Day : 1801-2400

Place

Altitude.MSL.Single Value : 37000

Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ1

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

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ1

Person

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 : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 63

Experience.Flight Crew.Type : 6025

ASRS Report Number.Accession Number : 1838144

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

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

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 : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

I was Captain on a flight. Once the flight reached cruise altitude I received a call from the [A Flight Attendant] that discussed with me he had a passenger with mask compliance issue and that he had spoken to the passenger several times. He also had the other crew members check on the passenger who was with a teenage child. I asked him to try again, and issue information for noncompliance if needed. Later he called me and said he had attempted to give the information to the passenger who refused it, and also refused to wear the mask. He had asked the teenager to also wear the mask, but the parent had snapped at him and said it was a child and leave them alone. The teenager was acting as if asleep, but not wearing a mask either. I took note of the names, and contacted dispatch. The dispatcher let the Customer Service (CS) know the details and we were told they would meet the flight. As the flight continued, this became more of a distraction as many other passengers were visibly upset about the passenger not wearing a mask, and several stated that it compromised their safety. Several people wanted to be moved as it wasn't a full flight, however the passenger causing the problem was in a premium seat. When we took a bathroom break, passengers approached my First Officer about the issue even though it isn't allowed for passengers to come up front when the cart is out protecting the cockpit. I noted the passenger's name, and personally made a few announcements regarding mask usage in airports and on aircraft along with my normal announcements. When we arrived at ZZZ a CS agent met the passengers. I debriefed this CS agent as I departed who said the passenger also wouldn't take any info from him, and was not cooperative. He stated he would send the names and info to security and that the couple would likely be banned from travel on our airline. I do hope this is followed through on because it was a distraction and I would say to the point of a safety problem as it distracted all of the crew in critical flight duties.

Synopsis

Captain reported passengers refused to obey the face mask policy in flight, which was a safety concern because of the distraction created during critical phases of flight.

Time / Day

Date : 202109

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 19000

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : EMB ERJ 145 ER/LR

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Component

Aircraft Component : Electrical Distribution

Aircraft Reference : X

Problem : Malfunctioning

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1837819

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1838104

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
When Detected : In-flight
Result.Flight Crew : Overcame Equipment Problem
Result.Aircraft : Equipment Problem Dissipated

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

While operating Aircraft X from ZZZ1 to ZZZ at approximately 19,000 feet odor was detected in cockpit and confirmed in cabin of possible burning smell. Simultaneously a passenger was displaying signs of inebriation and possible medical distress. Passenger had multiple narcotic medications and beers that he had brought on the plane. The flight attendant notified cockpit and recommended medical personnel to meet the plane as well as law-enforcement personnel. While descending through 10,000 feet crew was unable to contact Approach after discussing the crew elected to not request priority due to odor dissipating. Odor re-presented three separate times with no thrust lever manipulation or control change or electrical system manipulation. Aircraft landed without incident to Runway XX ILS in ZZZ. Medical personnel and law-enforcement personnel met aircraft, ground personnel deplaned all passengers except for medical emergency. Law-enforcement personnel met passenger, non incident.

Narrative: 2

During a routine flight from ZZZ1 to ZZZ, with about 20 minutes left in flight a call to the flight deck was received [from] our flight attendant. Immediately we could tell that the flight attendant was concerned about something. He mentioned that a passenger sitting in row XX had sneaked on open containers of alcohol and may have been drinking it. The concerning part was that the passenger also had a large gallon sized zip lock filled with prescription pill containers. The passenger had allegedly mixed some of these pills with the alcohol and had mentioned to the flight attendant that he did not feel well. We continued to ZZZ since it was our closest airport. Medics were called by operations when we asked them to. Paramedics met airplane and took care of this passenger. In addition to the passenger issue, this particular aircraft had given off some fumes in the descent into ZZZ. It had a burning electrics smell. I wrote the airplane up upon landing.

Synopsis

Air Carrier flight crew reported an intermittent fume event during initial descent. Flight completed a safe landing at destination.

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

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Descent

Route In Use : Direct

Airspace.Class C : ZZZ

Component : 1

Aircraft Component : Altimeter

Aircraft Reference : X

Problem : Malfunctioning

Component : 2

Aircraft Component : Pitot-Static System

Aircraft Reference : X

Problem : Malfunctioning

Problem : Failed

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1833778

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness
Human Factors : Troubleshooting
Human Factors : Workload
Human Factors : Communication Breakdown
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Maintenance

Person : 2

Location Of Person.Aircraft : X
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)

Events

Anomaly.Aircraft Equipment Problem : Critical
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Ground Event / Encounter : Fuel Issue
Detector.Automation : Aircraft Other Automation
Detector.Person : Flight Crew
Were Passengers Involved In Event : N
When Detected : In-flight
Result.Flight Crew : FLC complied w / Automation / Advisory
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Provided Assistance

Assessments

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

Narrative: 1

While climbing out of ZZZ1 enroute to ZZZ I noticed that in RVSM we were close to having a 200 ft. discrepancy between mine and the FO's (First Officer) altimeter. We didn't go beyond 200 ft. difference and never got an ALT miscompare message. At cruise (FL350) the difference was roughly 130 ft. During descent in to ZZZ, I don't know when exactly it showed up, but I noticed at roughly FL330 during the descent we had a ALT message flashing on my altimeter. I thought maybe the BARO knob on my side or the FO side got bumped. I checked and saw that all three altimeters were showing STD. Then the message went away only to show up 100-200 ft. later. I looked at the altitudes and saw that we were either 200 or greater but not more than 220 ft. off. But then the next 100-200 ft. we were 200 ft. or less on the miscompare and the ALT message went away only for in the next 100-200 ft. for the ALT message to return and the discrepancy being 200 ft. or greater. It back and forth intermittently until roughly FL290, possibly lower, I do not recall when exactly the issue stopped. I sent an ACARS message to Dispatch to inform them and so that they could inform maintenance so that the issue could start getting worked on when we got to the gate. I also informed ZZZ Operations on the in range call what was going on and that we would need maintenance. I was looking through the QRH to see if there was a checklist for it just in case even though I was pretty sure there wasn't one.

This being the first time that this has occurred to me, I unfortunately did not think to reference the standby altimeter to try to help isolate where the fault may lie, as the issue went away while I was diligently looking for a checklist and the issue was intermittent. Also because it was intermittent and went away on its own I also did not think to inform ATC since we were already in the process of exiting RVSM. No other messages on any display unit, including the EICAS, showed while this was happening nor throughout the remainder of the flight. We landed in ZZZ without incident. I should have known that there wasn't a checklist for this issue and I need to read back up on alt miscompare procedures and how it affects RVSM and what to do. I should have informed ATC and I should have referenced the standby altimeter to help isolate the problem. Otherwise I think we did everything else correctly. After working with Maintenance in ZZZ it turns out the number 4 probe had failed even though we didn't get any messages other than the ALT message on the altimeters. Maintenance said that there when they initially went through their task that there wasn't any active or logged faults with the system and that they had to do another task to isolate where the problem was, in this case the faulty probe.

Narrative: 2

In ZZZ, during descent we had an ALT disagree message during descent. Upon arrival into ZZZ we had everyone deplane, had maintenance come on and do some checks. They were able to isolate the issue and ascertained it was going to be a lengthy delay. We got word that our new departure time was going to be XE:00 so we got a day room. We got back to the airport at XD:15 for the re-report time. Upon arriving at the aircraft I was informed that there was still work to do but that they just needed to tape a cover back onto the plane for one of the pitot tubes. After that they still needed to do some testing and that it would be about 30 more minutes. So, we went to the crew room to wait for the work to be done. I went back out several times to get updates and each time the return to service kept getting pushed back. Finally, once it became a return to service time of XG:00 I realized that we were going to be within an hour of our FDP (Flight Duty Period) time out in ZZZ1. So, I called scheduling and got a wheels up time of XG:55 before the pilots timed out and due to contractual issues that the main cabin door needed to be closed at XG:34. I was told that Maintenance would call ZZZ Operations who would then call me in the crew room when Maintenance was done in the flight deck and that we could go to the plane, preflight, board, and wait for the maintenance log to come back so we could hopefully get out in time. The call did not come in until roughly XG:10. We went out to the aircraft, I told the flight to not rush the preflight. I told them to take their time, not to slow down so that we didn't hit our times, but so that something wouldn't be missed, prevent mistakes, keep us legal and not on the wrong side of SOPs and Regs. We were able to accomplish our preflight in a timely matter, board in a timely matter, and we were able to get the MCD closed at XG:32. The AML (Aircraft Maintenance Logbook) hadn't returned yet so I figured let's get the door closed so that we hit the Flight Attendant contract time and that hopefully the AML would arrive soon and could be handed to us through the flight deck window. I called Dispatch to make sure we were on the correct revision since we had a hard time getting our IFR clearance. I verified all the fuel and time values along with the correct revision. A few minutes after that a Ramp crew member came to the flight deck informing us that the fuel truck had arrived. There was apparently some confusion about fuel. I initially dismissed the fuel truck only to decide that I should make sure that wasn't any last second changes. So, I called Dispatch to re-verify our fuel numbers. There wasn't any changes and I moved on to the next step. Some time after this the AML arrived around XE:40-XE:45. After the cabin secured and we started our air start checklists due to the APU being INOP. At this point I knew that our timeline most likely wouldn't work but that it would close and that we needed to give our best effort. Right as we got to the part in the checklist to apply air to the aircraft for the air start, the FAs (Flight Attendants) called and informed us that a passenger had gotten up to use the lavatory. I told them to

let me know when they had returned and were seated. I told the ground crew to apply air but that we were going to wait for the passenger to come out of the lavatory since the cabin was no longer secured. I do not know if this was the right call but I thought that it was the best call in regards to safety. After a minute or two we got a call from the FAs that there was a possible passenger removal situation going on. I asked what was going on and they informed me that the passenger was being non-compliant with the face mask and was being non-cooperative and nasty in the process. Knowing that we as a whole crew were feeling stressed, tired, and unhappy about all the delays I made sure to ask had we been on time, no maintenance, still XA:30, would this situation rise to the passenger being removed. They talked about for a few seconds and agreed that it wasn't. I then instructed them that since he was still being non-compliant, go back one more time and see if we can get him compliant and in line or that we would then look into removal and top report back. After a minute or two I was called back and the FAs informed that the passenger was apologetic and now being compliant and we were good to go. At this point, with the cabin re-secured, I turned back to do the air start. I glanced at the clock to check our time and it was XG:51. At this point I knew that there was no possible way to get the air start, taxi, second engine start, and wheels up at XG:55. I conferred with the FO (First Officer) if he was in agreement and if he was willing to do an extension. He gave valid reason for not doing an extension and agreed with me that there was no possible way that we could get wheels up by XG:55. The reason I asked him was just to get a second opinion and he reaffirmed everything that was already thinking. I had already decided once I saw it was XG:51 that we were done, that there was no point in starting the engines, wasting fuel, taxiing out and turning back. The most efficient and economical path was to admit defeat on there being no possible way to make it off by XG:55 for FDP limit reasons and throw in the towel. We had been fighting a losing battle, we did everything we could to safely get the plane going in time and we just had too many issues pop to delay us going out. I then informed the ramp that we had timed out and to pull the ramp back to the plane and that I would inform the Flight Attendants to do arrival procedures and that we were going to deplane. The FO and I did after landing and parking flows and checklists. I then exited the flight deck to tell Flight Attendant A that we were done and to do arrival procedures and that I would inform the passengers. I wanted to be out in the cabin for the announcement to not only own the decision but to not leave our Flight Attendants hanging to deal with potentially irate passengers. I made the PA informing them what was going on, the regulations on duty limits, that we tried our best but unfortunately had timed out and that we need to deplane, that they would be taken care of inside the terminal and apologized profusely for the situation. The passengers got off, mostly understanding, some were understandably irritated, but left without incident. I called crew scheduling to let them know and it sounded like word had gotten around already. We waited with the plane until a hotel was assigned. We then shut down the aircraft, secured it, turned it over to the ramp crew, and left the airport. It was a comedy of setbacks. It was just one thing after another. If it wasn't for the passenger, or the maintenance, or the air start due to the APU being broken, take any one or two items out of the equation and we most likely would have made it. It was a losing battle from the get go, we just didn't know it until the time came where there was no possible way to get out in time. I believe we did everything safely, timely, accurately, with safety and service in mind. At no time did myself, the FO, or FAs intentionally slow down the operation for the goal of timing out. The times we slowdown was to make sure things were done safely and correctly, to catch our breaths, and move on the next step to be completed, all with safety in mind. I do not know what else we could have done. We were ready and on time until the passenger, air start, AML delay, fuel confusion came about. It just wasn't our day. That being said, in order to help speed up AML paperwork we should seriously look into getting electronic AMLs and maintenance. This has a huge potential to cut down the time it takes to get paperwork done. Plus, since we would have access to the AML on our iPads and that the AML lives in

the cloud that anyone in the operation can access, we wouldn't have to wait for the AML to come back to the aircraft. Just like in [program] we would get an alert that the AML is finished, review the changes, sign off on the review, and be on our way in a significantly shorter time. In addition to that, ZZZ is not only a base but also a place where maintenance takes place. There shouldn't be an excuse to not have parts and/or the tools necessary to get jobs done. We shouldn't be having to rely on parts and tools being flown in and we definitely shouldn't be relying on borrowing tools from [other airline] like our maintenance had to do today. I understand that it would be expensive to do all of that but is it more expensive than what we just paid for crew to stay in ZZZ in a more expensive hotel, giving 500-dollar voucher to the passenger in addition to getting them hotel rooms and food vouchers? More expensive than the domino effect that just occurred down the line. Vouchers and hotels were given to those passengers in ZZZ1 no doubt. It's more expensive to not give our Mechanics the resources to do their jobs in a timely fashion than it is to try to save money on parts and tools. Also, across all [aircraft type], things are failing at, to me, an alarming rate. Be it in the cabin or on the flight deck, these planes are not that old and should not be having things break this much, this fast. We need to stop kicking the can down the road and actually fix things rather than defer and hope for the best. Also, we need to figure out why things are breaking so much so often so soon. This is getting embarrassing and the 3rd major delay, break, cancellation in the past week for me and in talking with other crews and ramp crews, I'm not the only one experiencing these issues. We clearly have systemic issue that we are either unable or unwilling to address and sooner than later it is going to bite us real hard and cause a serious incident or accident.

Synopsis

Air Carrier Captain reported a delay followed by a cancelled flight due to a discrepancy between the Captain's and First Officer's altimeters on a previous flight which led to maintenance action.

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 : 202107

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

Work Environment Factor : Temperature - Extreme

Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component

Aircraft Component : Aircraft Cooling System

Aircraft Reference : X

Problem : Malfunctioning

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1828260

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Events

Anomaly.Aircraft Equipment Problem : Critical

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

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

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : FAR
Anomaly.Ground Event / Encounter : Weather / Turbulence
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Taxi
Result.General : Release Refused / Aircraft Not Accepted
Result.General : Flight Cancelled / Delayed
Result.Flight Crew : Returned To Gate

Assessments

Contributing Factors / Situations : Aircraft
Primary Problem : Aircraft

Narrative: 1

I attempted multiple conversations with local zone/gate leadership and I was advised that we WOULD use an aircraft that just had returned to the gate due to excessive heat in the cabin. The aircraft gate returned as Aircraft X which was ZZZ to ZZZ1 and was planning to go out immediately as Aircraft Y ZZZ to ZZZ2. It appears that flight Aircraft X was swapped with flight Aircraft Y. I was not able to locate any repairs on Aircraft Z after its return to block. I spoke with [the Captain] who was taking the ZZZ2 trip and after making some calls, he refused the equipment. The ZZZ1 passengers came off the plane yelling, to almost screaming, and were visibly wet and beyond agitated. The ZZZ emergency line had to be called for backup at the gate return to protect our team. I overheard a conversation between the ZZZ1 FAs and the flight deck that they could hear the screaming over the intercom from the passengers. This is not humane treatment for our coworkers nor should our passengers have to deal with extreme heat.

Synopsis

Captain reported returning to the gate and refusing the aircraft due to excessive temperature in the cabin.

Time / Day

Date : 202107

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

Person

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 : 1827915

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

Narrative: 1

Getting a lot more non-compliance of mask wearing. I am sure it is due to CDC uncertainty and vaccinations. We (the flight crews) need clear procedures on how to move forward with the new Delta Variant, vaccines, and the federal mask mandate. Every flight is a struggle.

Synopsis

Flight Attendant reported an increase in mask non-compliance during flight operations and requested additional guidance.

Time / Day

Date : 202107

Local Time Of Day : 0601-1200

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

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 : 1823021

Human Factors : Other / Unknown

Events

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

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

Passengers in XX3/4 repeatedly removed their mask during flight. Male passenger in XX3 removed his mask twice during the flight and had to be told to put it back on. He also removed it during deplaning. I had to make an announcement and he also put it back on. Passenger in XX4 removed his mask 3 times during the flight. When I first noticed his mask off I asked him to pull it backup and he did. (Gaiter style mask). During takeoff while I was in my jumpseat he removed his mask again. I decided to wait until the chime to ask him to pull it up again. However, it appeared the passenger behind him had asked him to pull his mask back up and he was starting to argue. (I was unable to hear the actual conversation.) In order to prevent conflict/escalation I got up and told him he needed to put his mask back on. He did. After service, (he did not eat or drink) during trash pick up - I noticed he had his mask under his nose. When he saw me looking at him he pretended to be asleep. I called the pilots and told them I need to issue a notice to the passenger and told them what seat. I went back and handed him the notice and he pulled

his mask back up when I "woke" him. I came back a few minutes later to make sure he was still complying and retrieve the card. He looked shock and made gestures asking me why I had given it to him. I told him that he needed to keep his mask on. He sarcastically pulled it up to his eyes and asked if that was OK. I said yes, took the card and left. There was no additional interaction for the rest of the flight. The Captain called and asked if the issue was resolved and we told him yes.

Synopsis

Air carrier Flight Attendant reported passenger misconduct related to COVID-19 mask requirements.

Time / Day

Date : 202106

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.Ramp : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1812044

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Event / Encounter : Ground Equipment Issue

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

Assessments

Contributing Factors / Situations : Equipment / Tooling

Contributing Factors / Situations : Procedure

Primary Problem : Equipment / Tooling

Narrative: 1

I had a disruptive passenger on board and needed to communicate with the station to coordinate the removal of the passenger. We called for the station several times to inform them we would be returning to the ramp. After several attempts we did not have any answer. After we got parked on the ramp a few agents came out to the airplane looking confused on why we returned back to the ramp. We again tried reaching the station on the published frequency. After several attempts we were still unable to communicate with them. As a last resort I typed on my iPad and held it up to the window to communicate with them that we needed stairs and a supervisor. Once the supervisor was on board and the situation was under control. I asked if they monitor the ops frequency. The supervisor told me the radio only works sometimes. This is a safety concern of mine. We were not able to communicate with anyone. ZZZ is uncontrolled, so no ATC, ACARS doesn't work there, and the station's radio did work. If we were to have a more serious issue for example a medical emergency or needing firefighting services we would be left by ourselves with no assistance. The ops radio at ZZZ doesn't work. Fix the ops radio.

Synopsis

Air carrier Check Airman reported concerns when informed that the station operations radio "only works sometimes" when attempting to return to the gate and address a passenger misconduct issue.

Time / Day

Date : 202105

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Flight Conditions : Marginal

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

Route In Use : Vectors

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1809981

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1809977

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Crew

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
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.Flight Crew : Became Reoriented

Assessments

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

Narrative: 1

We were delayed and were trying our best to make up time and get out as close to on time as possible. Cause - Delayed, passenger mask issue, bad headset. Suggestions - Finish a checklist or task before moving onto the subsequent item on a to do list. Before Start Checklist below the line was called for but right at that moment, we were simultaneously distracted by both Ramp Agent and the Flight Attendant with a passenger issue. We diverted our attention to the two external factors and did not finish the checklist. Had we appropriately created a boundary between what was most important at the moment, we would've not missed the checklist prior to push back. It wasn't until after push back commenced that we realized we had not completed the checklist.

Narrative: 2

We were delayed significantly due to weather in ZZZ, there were distractions due to ramp headset squeals and a passenger issue regarding a mask. We forgot to complete the before start checklist below the line checklist before pushing back. Cause - Passenger issues, ramp headset issues. Suggestions - Due to being late, I identified mistakes due to rushing was a threat. The mitigation strategy was to continue our efficiencies until push back time. The distractions caused us to miss the completion of the before start checklist below the line until after push back started. We will be more careful next time.

Synopsis

Air carrier flight crew reported deviations from standard practices due to distractions in the cabin, causing check list omissions.

Time / Day

Date : 202105

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 10

Environment

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 6

Ceiling.Single Value : 12000

Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Cessna 152

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Takeoff / Launch

Route In Use : None

Component

Aircraft Component : Aeroplane Flight Control

Aircraft Reference : X

Problem : Improperly Operated

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 470

Experience.Flight Crew.Last 90 Days : 65

Experience.Flight Crew.Type : 130

ASRS Report Number.Accession Number : 1809415

Human Factors : Physiological - Other

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Inflight Event / Encounter : Other / Unknown
Miss Distance.Vertical : 30
Result.Flight Crew : Took Evasive Action
Result.Flight Crew : Regained Aircraft Control

Assessments

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

Narrative: 1

I the instructor was to take Person X for a refresher flight as he was said to have previously held a Private Pilot certificate. Upon start up and taxi, Person X took questionable action to attempt to start the airplane as well as try to steer the Cessna 152 by use of yolk as if it were a steering wheel. After discussing with Person X that I would be in control of the aircraft and would use positive exchange of controls, I was solely controlling the aircraft while Person X viewed from the left seat. As I positioned the aircraft on Runway XX I advanced power to takeoff and talked through the procedure for Person X to listen. Halfway down the runway, Person X (without permission) positioned his hands on the controls of the aircraft and held the airplane in a position that I was unable to rotate, after several shouts "LET GO, LET GO, LET GO NOW", my only final action to recover control was to strike Person X to release the controls as we did not have sufficient runway to abort the takeoff. I was able to regain control and climbout to the East where I took time to regroup and kept Person X off the controls. We returned to the airport and discussed the situation. Person X is not welcome to come back for another flight as I find him unfit and dangerous for flight.

Synopsis

Flight Instructor reported having to strike a student to release the flight controls during takeoff after the student attempted to stop the aircraft from rotating and did not respond to verbal commands from the instructor to release the controls.

Time / Day

Date : 202105

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 : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 25

ASRS Report Number.Accession Number : 1805938

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Events

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

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

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

The lead Flight Attendant was so uptight with a passenger not complying with the Mask policies, [Flight Attendant] thought it was prudent to chime the cockpit during landing rollout and advise the flight crew to notify a Supervisor to meet the aircraft. This was a direct violation of sterile cockpit procedures. Because flight crews repeatedly experience chimes from the cabin while in simulator training, they are most associated with fire or critical aircraft issues. This is never a good time to chime the cockpit unless it is an emergency. Especially for a mask compliance issue. Relaxed emphasis from Leadership on the tattling on passengers for improper use of masks (never saw this type of behavior from FA when it came to early seat-belt releases. Reissued sterile cockpit etiquette with a bulletin on scenario that are and are not acceptable for chiming the cockpit during landing rollout.

Synopsis

Captain reported a Flight Attendant distracted the flight deck crew during the landing rollout to inform them a passenger was not conforming to face mask policy.

Time / Day

Date : 202105

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 : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 125

Experience.Flight Crew.Type : 125

ASRS Report Number.Accession Number : 1804991

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Safety Related Duties

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 : 1804833

Human Factors : Workload

Human Factors : Distraction
Human Factors : Troubleshooting

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 : Flight Cancelled / Delayed
Result.Air Traffic Control : Issued New Clearance

Assessments

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

Narrative: 1

We were holding short of XXL on Sierra and another aircraft, was holding (arriving earlier). Somewhat unexpectedly, we were cleared for takeoff. I pushed the Attend button, and slowly crept toward the runway to keep the operational flow going. After a long delay, and now approaching the runway, I pushed the Attend button again, with no immediate response. I continued onto the runway. A FA then called us to state they were enforcing a passenger failure to wear a mask issue (this was also an issue during boarding). I directed the FO to ask Tower for a 30 second delay on runway; which was granted. The FA then communicated to me (the exact words I do not recall), that the situation was corrected. I was fully under the impression that they were ready for departure. We then executed the takeoff, but as it turns out, a forward FA was still standing in the aisle of the cabin and had to take a seat in the aft galley. Once at level-off, we discussed the situation. This was certainly a miscommunication. In addition, they had yet to provide (me) the "Cleared for Departure" PA.

Narrative: 2

As the A FA; I was conducting my final walkthrough. I was at the last row of seats. A child that was seated in the last row with her sister and mother was not wearing her mask. The mask was in the mothers bag. This issue had been addressed earlier upon boarding. The CA dinged us for departure. I called the CA from the AFT galley to let him know the same family was not in mask compliance. I asked if I could call him back and he replied with we are on the runway. Finally got the child in compliance so I asked the D FA to call the CA to let him know the mask was on. 2 rows in front of the mask compliance issue was an elderly lady whom refused to stow her large bag on the floor nor in an overhead bin. I had a bin open to try and coax her into letting me stow the bag for her when we took off so I took the nearest jumpseat for takeoff.

Synopsis

Air carrier Captain and a Flight Attendant reported a Flight Attendant was still standing during takeoff roll due having to deal with a passenger not complying with face mask policy.

Time / Day

Date : 202104

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : CLT.Airport

State Reference : NC

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Ground : CLT

ATC / Advisory.Ramp : CLT

ATC / Advisory.Tower : CLT

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1804172

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Air Transport Pilot (ATP)
ASRS Report Number.Accession Number : 1804174
Human Factors : Workload
Human Factors : Time Pressure
Human Factors : Distraction
Human Factors : Confusion
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Communication Breakdown.Party1 : ATC
Communication Breakdown.Party2 : Flight Crew

Events

Anomaly.ATC Issue : All Types
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Conflict : Ground Conflict, Less Severe
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : Clearance
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
Result.Flight Crew : Requested ATC Assistance / Clarification
Result.Air Traffic Control : Issued Advisory / Alert
Result.Air Traffic Control : Issued New Clearance

Assessments

Contributing Factors / Situations : Airport
Contributing Factors / Situations : Company Policy
Contributing Factors / Situations : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Contributing Factors / Situations : Procedure
Primary Problem : Ambiguous

Narrative: 1

[Date], Aircraft X CLT/ZZZ, Scheduled XA:30 UTC. At the Gate 1) During passenger boarding. a. Lead F/A (Flight Attendant) was given a safety brief. Included with the brief was a request to maintain good communication with the flight crew on any matters. Further, instruction was given to the Lead F/A to step back from any passenger problems while at the gate and engage the Gate Agent to handle the passenger problem. b. Near the completion of boarding the Lead F/A came to the flight deck to inform the crew that two passengers boarded the aircraft with alcohol. Passengers were engaged by another flight attendant, not the Lead, and denied that they had alcohol. Lead F/A advised that the alcohol beverages had spilled. Flight crew and Lead F/A agreed to a plan to resolve the matter. Passengers complied with instructions and remained onboard. 2) During Push Back from Gate X a. Flight crew worked through preflight preparations, including a review of performance data for [Runways] 18C and 18L. During FMC programming flight crew determined that a new [set of performance data] had been generated removing data for 18L, the most probable runway for departure. New performance data was updated via ACARS for 18L and was reviewed by the flight crew and programmed into the FMC. MEL XX-XX was reviewed. All other preflight preparations were completed per company policies, procedures and flows. Load close-out was received at the gate b. Flight crew

called Ramp [name] for a clearance from Gate X and received clearance to push back. Ground crew declined to push the aircraft from Gate X due to conflict with aircraft in the ramp alley. First Officer discussed the push clearance with Ramp [name] and was assured the clearance to push was valid and that aircraft were not in conflict as the other aircraft were from the adjacent concourse. Ground crew was advised and still refused to push the aircraft. Another inquiry was made to Ramp [name] and push clearance was rescinded. c. Conflict aircraft from adjacent concourse departed the ramp. Ramp [name] re-cleared the aircraft to push from [Gate] X. Ground crew complied with the push back clearance. Two engines were started in the ramp alley. Ground crew received a wave off/salute. After start flows and checklist were accomplished. Out time XB: 31 local/XA: 31 UTC. d. Captain and First Officer used headsets and discussed abnormally high side tone volume on the INT function with MIC selected. Various adjustments were made to set appropriate communication volume 3) Taxi from Gate X to Runway 18L a. First Officer issued a request to taxi. Ramp [name] issued a multiple part clearance. (Taxi south line, Spot XXS, caution for pushback on [neighboring gate], contact Ramp East 129.225 at Spot XXS). The clearance from Ramp [name] clearance was given rapidly and muffled. A second request was made for a taxi clearance/confirmation. Clearance was heard and understood by both crew members. Aircraft proceeded to XXS. b. Approaching XXS, First Officer contacted Ramp [name2]. Ramp [name 2] responded with a clearance to taxi to [Spot] XXS and contact Ground at [spot] XXS. Captain verbally reviewed triggers with First Officer for Before Take Off Flow and advised that a flight control check would commence on Taxiway C. Approaching [spot] XXS Ground Control issued a clearance to taxi [Taxiways] Mike, Charlie, hold short C10 for [Runway] 18L. First Officer replied to Ground Control and Captain responded to the First Officer repeating the clearance with emphasis to Hold Short of C10. The taxi route was continuous without stops or delays. Numerous aircraft were on Taxiway C and positioned at various ramp location spots adjacent and parallel too Taxiway C. Two aircraft were positioned facing south at Spot XYE. The aft positioned aircraft at XYE had its landing/taxi lights illuminated while stationary. c. Flight control checks were initiated on Taxiway C prior to C10. During the initiation of the elevator check as the First Officer was verbalizing elevator position, Ground Control re-issued the taxi clearance to hold short of [Taxiway] C11. Flight control checks were discontinued, the taxi clearance was accepted and responded too by the First Officer. The Captain repeated and verbalized the clearance to the First Officer with emphasis to hold short of C11. Flight Control checks were re-initiated by the Captain. At full aft elevator the First Officer verbalized the elevator position simultaneously as Ground Control re-issued a clearance to continue to [Runway] 18L. The First Officer read back the clearance. The Captain repeated the clearance to the First Officer. The Captain maintained full aft elevator during the communication with Ground Control and the First Officer. d. Flight control checks re-initiated from the beginning of the Before Take Off Flow and the remaining flow items were completed. The taxi/landing lights from the aft aircraft at [Spot] XYE were obscuring the view on Taxiway C. The Captain stopped the aircraft in a position on Taxiway C that used the forward aircraft's wing at Spot XYE to block the glare from the aft aircraft at Spot XYE. The Captain gave a courtesy flash of the taxi light to alert the crew of the aircraft on XYE of their landing/taxi light illumination. The First Officer verbalized and switched Radio One to the Tower Control frequency. The parking brake was set. The Captain called for the Before Take Off checklist. Task Loading increased due to a reduced time factor in the task/time equation. Flight crew members were in the green area of the [threat mode], however external factors were compressing the time component and additional time elements would be required to remain out of the yellow and in the green area of the threat mode paradigm. e. As the Before Take Off checklist was being accomplished the aircraft on [Taxiway] C12 was cleared on to [Runway] 18L, however no clearance was heard on the radio. At this time both the Captain and the First Officer deduced that an incorrect frequency was selected on Radio One. The error was trapped and corrected. The flight

crew was now in the yellow area of the threat mode paradigm due to a high task load environment. f. Upon tuning of the Tower frequency, the crew re-initiated the Before Take Off Checklist. Simultaneously the Tower Controller issued a clearance to proceed onto the runway. The Tower Controller's voice conveyed a tone of agitation, immediacy, anger and frustration. Additionally, the Tower Controller's diction was rapid, difficult to hear and understand. For reasons of safety, the crew declined the clearance. The flight crew again attempted to complete the Before Take Off Checklist. The Tower Controller responded with agitation and another clearance that was rapid and difficult to understand with a demand to expedite taxi onto the runway and in some manner exit the runway. We advised the Tower we would need 30 seconds and we would be ready for departure. The Tower Controller responded again with agitation and anger and demanded we taxi onto the active runway in an expedited manner, with a rapid diction pattern and clearance that we were unable to understand while an aircraft was approaching the runway for landing as we were being lambasted by the Tower Controller regarding other traffic waiting to depart. g. At this point the demands from the Tower Controller had compromised the safe operation of the aircraft as the issued clearances appeared too no longer be operationally motivated. The Captain momentarily took over radio communication and advised the tower that we were unable to accept the clearance. Our decision to not move the aircraft was driven by safety concerns and based on the threat mode model. The true safest course of action was to keep the aircraft stationary until the task loading paradigm could be shifted to normal operational expectations. h. The Tower Controller remained agitated and instructed the crew to copy a telephone number and demanded a call to the number. The Tower Controller read the number, we advised that we received the number and the Tower Controller re-read the number a second time and got a digit incorrect in the second reading and self-corrected their error of the telephone number. We confirmed receipt. The Before Take Off Checklist was completed, and we advised the Tower Controller we were ready for departure. The CLT airport during this bank of flights and the previous bank of flights was a chaotic mess, as is the case with CLT with all banks of flights. Aircraft crew transiting into an out of the 1 and 2 concourse are subject to extraordinary delays and the resultant increase in stress as are the Ramp Controllers and local ATC controllers. This high level of stress with too many aircraft movements in too small of space is a significant negative factor in the safety equation. The attempts by airlines to operate in this manner is a contributing factor to the degradation of safety and the stress applied to all personnel is a concrete byproduct of this poor planning and management. Further, the manifest stress is evident in the voice, demeanor and diction of ATC and other personnel which results in a degrade performance profile. Reduce access and aircraft movements in the 1 and 2 concourses to better manage traffic flow. Properly staff and monitor ATC positions and personnel for signs of stress. Review and stream line CLT Ramp operations and coordination with ATC Ground Control.

Narrative: 2

1. During passenger boarding. Lead F/A (Flight Attendant) was given a safety brief. Included with the brief was a request to maintain good communication with the flight crew on any matters. Further, instruction was given to the Lead F/A to step back from any passenger problems while at the gate and engage the Gate Agent to handle the passenger problem. Near the completion of boarding the Lead F/A came to the flight deck to inform the crew that two passengers boarded the aircraft with alcohol. Passengers were engaged by another flight attendant, not the Lead, and denied that they had alcohol. Lead F/A advised that the alcohol beverages had spilled. Flight crew and Lead F/A agreed to a plan to resolve the matter. Passengers complied with instructions and remained onboard. 2. During Push Back from Gate X Flight crew worked through preflight preparations, including a review of performance data for [Runways] 18C and 18L. During FMC programming flight crew determined that a new [set of performance data] had been generated removing data

for 18L, the most probable runway for departure. New performance data was updated via ACARS for 18L and was reviewed by the flight crew and programmed into the FMC. MEL was reviewed. All other preflight preparations were completed per company policies, procedures and flows. Load close-out was received at the gate. Flight crew called Ramp [name] for a clearance from Gate X and received clearance to push back. Ground crew declined to push the aircraft from Gate X due to conflict with aircraft in the ramp alley. First Officer discussed the push clearance with Ramp [name] and was assured the clearance to push was valid and that aircraft were not in conflict as the other aircraft were from the adjacent concourse. Ground crew was advised and still refused to push the aircraft. Another inquiry was made to Ramp [name] and push clearance was rescinded. Conflict aircraft from adjacent concourse departed the ramp. Ramp [name] re-cleared the aircraft to push from [Gate] X. Ground crew complied with the push back clearance. Two engines were started in the ramp alley. Ground crew received a wave off/salute. After start flows and checklist were accomplished. Out time XB:31 local/XA:31 UTC. Captain and First Officer used headsets and discussed abnormally high side tone volume on the INT function with MIC selected. Various adjustments were made to set appropriate communication volume.

3. Taxi from Gate X to Runway 18L First Officer issued a request to taxi. Ramp [name] issued a multiple part clearance. (Taxi south line, Spot XXS, caution for pushback on neighboring gate, contact Ramp [name 2] 129.225 at Spot XXS). The clearance from Ramp [name] clearance was given rapidly and muffled. A second request was made for a taxi clearance/confirmation. Clearance was heard and understood by both crew members. Aircraft proceeded to XXS. Approaching XXS, First Officer contacted Ramp [name2]. Ramp [name 2] responded with a clearance to taxi to [Spot] YYS and contact Ground at YYS. Captain verbally reviewed triggers with First Officer for Before Take Off Flow and advised that a flight control check would commence on Taxiway C. Approaching YYS Ground Control issued a clearance to taxi [Taxiways] Mike, Charlie, hold short C10 for [Runway] 18L. First Officer replied to Ground Control and Captain responded to the First Officer repeating the clearance with emphasis to Hold Short of C10. The taxi route was continuous without stops or delays. Numerous aircraft were on Taxiway C and positioned at various ramp location spots adjacent and parallel too Taxiway C. Two aircraft were positioned facing south at Spot XYE. The aft positioned aircraft at XYE had its landing/taxi lights illuminated while stationary. Flight control checks were initiated on Taxiway C prior to C10. During the initiation of the elevator check as the First Officer was verbalizing elevator position, Ground Control re-issued the taxi clearance to hold short of [Taxiway] C11. Flight control checks were discontinued, the taxi clearance was accepted and responded too by the First Officer. The Captain repeated and verbalized the clearance to the First Officer with emphasis to hold short of C11. Flight control checks were re-initiated by the Captain. At full aft elevator the First Officer verbalized the elevator position simultaneously as Ground Control re-issued a clearance to continue to 18L. The First Officer read back the clearance. The Captain repeated the clearance to the First Officer. The Captain maintained full aft elevator during the communication with Ground Control and the First Officer. Flight Control checks re-initiated from the beginning of the Before Take Off Flow and the remaining flow items were completed. The taxi/landing lights from the aft aircraft at XYE were obscuring the view on Taxiway C. The Captain stopped the aircraft in a position on taxiway C that used the forward aircraft's wing at Spot XYE to block the glare from the aft aircraft at Spot XYE. The Captain gave a courtesy flash of the taxi light to alert the crew of the aircraft on XYE of their landing/taxi light illumination. The First Officer verbalized and switched Radio One to the Tower Control frequency. The Parking Brake was set. The Captain called for the Before Take Off checklist. Task Loading increased due to a reduced time factor in the task/time equation. Flight Crew members were in the green area of the threat mode model, however external factors were compressing the time component and additional time elements would be required to remain out of the yellow and in the green area of the threat mode paradigm. As the Before Take Off checklist was

being accomplished the aircraft on [Taxiway] C12 was cleared on to 18L, however no clearance was heard on the radio. At this time both the Captain and the First Officer deduced that an incorrect frequency was selected on Radio One. The error was trapped and corrected. The flight crew was now in the yellow area of the threat mode paradigm due to a high task load environment. Upon tuning of the Tower frequency, the crew re-initiated the Before Take Off Checklist. Simultaneously the Tower Controller issued a clearance to proceed onto the runway. The Tower Controllers voice conveyed a tone of agitation, immediacy, anger and frustration. Additionally, the Tower Controllers diction was rapid, difficult to hear and understand. For reasons of safety, the crew declined the clearance. The Flight crew again attempted to complete the Before Take Off Checklist. The Tower Controller responded with agitation and another clearance that was rapid and difficult to understand with a demand to expedite taxi onto the runway and in some manner exit the runway. We advised the Tower we would need 30 seconds and we would be ready for departure. The Tower Controller responded again with agitation and anger and demanded we taxi onto the active runway in an expedited manner, with a rapid diction pattern and clearance that we were unable to understand while an aircraft was approaching the runway for landing as we were being lambasted by the Tower Controller regarding other traffic waiting to depart. At this point the demands from the Tower Controller had compromised the safe operation of the aircraft as the issued clearances appeared too no longer be operationally motivated. The Captain momentarily took over radio communication and advised the tower that we were unable to accept the clearance. Our decision to not move the aircraft was driven by safety concerns and based on the threat mode model. The true safest course of action was to keep the aircraft stationary until the task loading paradigm could be shifted to normal operational expectations. The Tower Controller remained agitated and instructed the crew to copy a telephone number and demanded a call to the number. The Tower Controller read the number, we advised that we received the number and the Tower Controller re-read the number a second time and got a digit incorrect in the second reading and self-corrected their error of the telephone number. We confirmed receipt. The Before Take Off Checklist was completed, and we advised the Tower Controller we were ready for departure. The sequential style ([Spots] S, YYS, hold short [Taxiways] C10, hold short C11, continue full length, etc) of the taxi instructions from the gate to Runway 18L required several communications from ATC/Ramp Control to our aircraft. This lead to interruptions in our checklists, flows, and SOPs. Perhaps we should complete the "before takeoff flow" and before takeoff checklist in the ramp area when using 18L. Although CLT Ramp is not going to like that. Also the ATC Tower Controller should sit jumpseat when we are using 18L to observe the task saturation. I personally need to ensure correct frequencies into #1 Comm during preflight, I mixed up ZZZ Tower with CLT Tower (118.1).

Synopsis

A Flight Crew reported passengers boarded the aircraft with alcohol. The crew reported confusion with ramp control during push back about potential conflicting push back traffic. The crew reported difficulty completing pre takeoff checklists due to several Ramp Control and ATC taxi instructions during a busy departure period at the airport. The crew reported another taxiing aircraft had its landing lights on making it difficult to see the taxiway markings. The crew utilized the wrong Tower frequency causing them to miss their clearance to taxi onto the runway.

Time / Day

Date : 202104

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 96

Experience.Flight Crew.Type : 4900

ASRS Report Number.Accession Number : 1802425

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Events

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

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

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

Pushed back from Gate X, 10 minutes late, after a Supervisor was called to the aircraft, after boarding was complete, to assist with passengers traveling with a four-year-old child. The child would not keep his/her seat belt fastened and kept removing his/her face covering. The parents had become belligerent with the flight attendants. We received a runway change just prior to pushback that would have us departing on Runway XXR verses YYL. The takeoff data for XXR included the requirement to burn off additional fuel prior to takeoff. We loaded the new takeoff data and reran the Before Push Checklist. Then we began our pushback from the gate. Knowing it would be a very short taxi to the runway, we started both engines. During the First Officer's After Start flow, I believe I interrupted his thought process by starting to voice my idea that we could taxi a short distance via [intersection] to Taxiway 1 and wait the little bit of time to burn off the additional taxi fuel. After completing the After Start flow, the First Officer did not make the "Standing by Flaps" call. Instead, we talked for a few more seconds about moving the aircraft to a spot away from the ramp so that we could burn off the additional taxi fuel. The First Officer requested taxi clearance to Taxiway [Alphabet] and notified Ground Control that we would need to hold there, to burn off fuel prior to departing. We taxied forward onto [intersection] and made the left turn onto Taxiway 1 and brought the aircraft to a stop. Once the parking brake was set, we both realized that we had not performed the Before Taxi Checklist and subsequently had not set the flaps to the Takeoff setting prior to moving the aircraft. We then set the flaps to the Takeoff setting and ran the Before Taxi Checklist. After a couple of minutes, we had burned the proper amount of fuel for the taxi and we made an uneventful departure. It was immediately clear to me that I gave too much thought to the things that had happened prior to pushback and in doing that, caused me not to focus on the required duties after pushback. I also should have allowed the First Officer to focus entirely on the after-start process before diverting his thoughts to something else.

Synopsis

Air carrier Captain reported not performing the Before Taxi Checklist and subsequently had not set the flaps to the takeoff setting prior to moving the aircraft. Reporter cited distraction from dealing with face mask issues in the cabin area may have contributed to the event.

Time / Day

Date : 202104

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : Direct

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1801802

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

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 : 1802959

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 : Weight And Balance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Detector.Person : Flight Crew
Detector.Person : Flight Attendant
Were Passengers Involved In Event : Y
When Detected : Taxi
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

After block out and starting our pushback from the gate, a Flight Attendant called up to address a concern about the passenger count. It was a busy time in the flight deck where I was trying to manage the safety of the push. The FO answered the call to the flight deck from the cabin while I was talking to the ground crew and ramp was talking to our flight and the flight next to us pushing off the gate. The ramp personnel had left several pieces of ground equipment in the way of our push from X1 and we were trying to find out about getting it moved. As all of that is going on the narrative that myself and the FO got from the FA seemed to be one of more a compliance with the mask policy than one of weight and balance. She told us there was a large child sitting in a seat for which they were ticketed next to their mother and the child was having a hard time wearing the mask. The FA told us that the mother was now saying the child was less than 2. The FA believed that the mother was saying the child was less than 2 to skirt our mask policy and we needed to change the count for weight and balance because the child was an infant. I tried to clarify with the FA about the child because it was not clear to me because she was telling me the child was not listed as an infant, had their own seat, and by the FAs thought it was more about the mask. My thinking was that for the child to have that seat a birth date would have to be listed when that seat was purchased. Previously the FAs and the gate agent had reconciled the count, and the FA thought the child was older than 2, so I elected to leave the weight and balance as it stood. We continued to our destination without further incident. It was a busy time in the flight deck when this issue was brought to my attention. After things had calmed down with push I should have checked back with the FA to make sure I was hearing everything she was trying to tell me. Factors for me with my decision making were the high workload at the time, alertness because of the late time of day of the departure and having been scheduled with early AM shows for the three days prior to this event.

Narrative: 2

I walked through to do my cabin count and confirmed that I had a child in row XX just as it showed on the sheet. I had already asked the mom to get a mask on the child before we closed the weight/balance. She said the child did not have a mask so I brought her one. After the safety demo I walked through the cabin again for final compliance and saw the child was not wearing a mask. Mom said he had ripped it so I offered to get a new one. She then said that the other FA told her he didn't need one if he was under the age of 2. I was surprised to hear the child was an infant as he was quite large and had walked on board the aircraft by himself. I asked if he was still only 1 and she said he was not yet 2. I alerted the CA that I had possibly made a mistake in the count. I mistakenly counted an

infant as a child. I didn't ask how old the child was, it only came up because of non-compliance with mask policy. I honestly think she claimed the child was an infant in order to avoid dealing with the face mask. In the future I will make sure to ask passengers with small children if they are in fact under the age of 2.

Synopsis

Air carrier Captain and a Flight Attendant reported a passenger's child was resisting wearing a face mask. After this problem started the parent then stated the child was under 2 and did not need to wear the face mask.

Time / Day

Date : 202104

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 : GPS
Nav In Use : FMS Or FMC
Flight Phase : Cruise
Route In Use : Direct

Person

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Not Flying
Qualification.Flight Crew : Air Transport Pilot (ATP)
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
ASRS Report Number.Accession Number : 1798864
Human Factors : Workload
Human Factors : Troubleshooting
Human Factors : Communication Breakdown
Human Factors : Distraction
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Ground Personnel

Events

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

Assessments

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

Narrative: 1

Preparing for departure, the Agent informed the A-Flight Attendant (FA) there would probably be an issue with a male passenger traveling with two children over the age of two with onboard mask compliance. I contacted Dispatch who patched in the Supervisor for clarification on how to handle the situation. The passenger knew the rules well enough to know his compliance was required to get the aircraft in the air, but once we were airborne, he and his children removed their masks. The A-FA called the cockpit shortly after reaching our cruise altitude to inform me that this individual and children were not complying with the onboard mask mandate issued by the Federal Government, and that this individual had become rude and hostile when reminded that he was required to comply with the federal mandate. The A-FA also reported that children were not well behaved and were disrupting the nearby passengers. The A-FA reported that while asking this individual to wear a mask and control his children, one of the children was banging his head into the tray table of the seat back in front of the child. The FA said he touched the child's arm and said, 'You can't do that'. I notified Dispatch through ACARS of the events and set up the appropriate response team to meet the aircraft. I was kept informed of the actions of the individual for the remainder of the flight. As far as I know, the individual and children were not compliant with the mask requirement for the majority of the flight. I did talk to one of the passengers who witnessed the events. The passenger said the FA acted professionally and that the individual with his children was out of control. This situation put a significant amount of the crew's attention on this passenger and his children. I believe the event could have been prevented with better policies evolved to handle our current social environment. Prior to departure the person was identified as a problem, but the Agent was obviously reluctant to remove him from the flight. We clearly have a mandate from the Federal Government to wear masks at the airports and on flights. This person was NOT compliant at the airport waiting for the inbound aircraft. He was then boarded onto the aircraft to be handled by the flight crew.

Synopsis

Air Carrier Captain reported a father with two children were non-compliant with face mask policy during the flight.

Time / Day

Date : 202103

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.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1797439

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

I was thanking passengers as they disembarked onto the jet-bridge in ZZZ, and I was trying to call rows to deplane on the PA. The cleaning crew were at the front door (1Left) trying to get on the plane while the passengers were leaving, and the pilots were also trying to gather their bags and leave. This made the situation very chaotic. I was not aware of it being a "quick-turn", as I am always happy to try and help out with the quick-turn cleaning. The cleaners slipped on a few at a time, in between passengers leaving. I saw the two aft crewmembers with their luggage, and moving forward through the cabin, towards me. The cleaners were already onboard, cleaning throughout the plane. I said, "last but not least!" to the final passenger, thanked her and gathered my belongings. I looked back and only saw the cleaners, and my crew who were almost to me. I didn't see any more passengers and thought we were done. I double-checked my doors and the forward lavatory and stepped off the plane. When the aft crew stepped off, there was a male passenger with them who had been mixed in with the cleaners. He did not have his boarding pass with him. He said he wouldn't leave without it, and that his seat was XX6. He wanted to go look for it himself, but crew went to look. His boarding card was found under his seat. A contributing factor is having so many people onboard/in jetbridge and the cleaning crew coming onboard (sometimes in just sweatshirts, hoodies, jackets, hats, masks, etc.) and mixing in with disembarking passengers, and vice versa. Flights are more full now, and anyone can be mistaken for a cleaner. Other factors: double-checking the passengers haven't lowered or removed their masks, as they often do now, as they are coming down the aisle towards me and the boarding door. The passengers are trying to look down the aisle and gauge how far we've gotten with the row announcements to deplane. Also, 2-3 pilots using the lavatory, gathering bags and leaving, while passengers are disembarking causes more confusion. All of this, and the extra amount of ground-staff/cleaners onboard and in the jet-bridge in civilian clothing, causes more confusion, multitasking/load at the boarding/deplaning door. I assumed the last passenger I saw, and said goodbye to, was our final passenger onboard. I would not have stepped off the plane had I known there was still one passenger onboard. I will also alert corporate security to this incident, and the added potential for this confusion during disembarkation.

Synopsis

Flight Attendant reported the aircraft cleaners were slipping onboard to clean the aircraft before the passengers were completely off. One last passenger, resembling a cleaner, remained intermixed with crew and cleaners during the crew's exit.

Time / Day

Date : 202103

Place

Altitude.AGL.Single Value : 0

Environment

Weather Elements / Visibility.Other

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 : Door 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 : 1796297

Events

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

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

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

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.Flight Crew : Overcame Equipment Problem

Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During boarding a young man stopped right in front of myself and the Purser and had a motorized board he was carrying. The Purser started asking him questions about it like; What it was, how it works, how do you operate it and does it have a battery in it? The Purser wasn't comfortable with it so she messaged the agent about it and requested a CSR come down and ask him further questions. The Purser then informed the Captain about the board and he too was very concerned about it and he went to get a CSR. The CSR came and the customer came up to the boarding door with the board and they began talking about how he was able to get this far with it on an aircraft. He came from ZZZ to ZZZ1 then onto ZZZ2. The customer said he made several phone calls to TSA and [Air Carrier] about bringing the board and was told he could bring it on the aircraft with a lithium battery. The Captain then informed him that it was a prohibited item onboard the aircraft unless he had proper documentation stating that it was OK, to which he did not. The Captain told him he could not go on this flight with the board and had him retrieve his belongings and his traveling partner and exit the aircraft. The customer was very upset and began cussing and raising his voice so much so that everyone on the aircraft heard him about having to get off the aircraft. I only know the customers were in [seat]; I do not have names.

Synopsis

Air Carrier Flight Attendant reported refusing to allow a Lithium Ion powered Hover Board in passenger cabin per company Hazmat policy.

Time / Day

Date : 202103

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 56

Experience.Flight Crew.Type : 5614

ASRS Report Number.Accession Number : 1795884

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 210
Experience.Flight Crew.Type : 10000
ASRS Report Number.Accession Number : 1795887
Human Factors : Time Pressure
Human Factors : Situational Awareness
Human Factors : Other / Unknown
Human Factors : Communication Breakdown
Human Factors : Distraction
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Flight Crew

Events

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

Assessments

Contributing Factors / Situations : Chart Or Publication
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

During single-engine taxi out, the A FA called the cockpit, informing us of passengers' non-compliance with the facemask policy. The decision was made to return to the gate. As we taxied back toward the Ramp, I coordinated with the Captain, advising that I felt it was appropriate to perform an After Landing flow prior to returning to the gate. Captain agreed, and I accomplished the flow. While holding for a gate, and on the apron with the parking brake set, the A FA called back to the cockpit, advising that the passengers were now willing to comply and that the three FAs were comfortable with continuing the flight. At this point we re-accomplished a Before Taxi flow (as appropriate for our single engine taxi configuration), then ran a Before Taxi Checklist. We then coordinated with ATC to proceed with a taxi clearance for departure. The Number 1 engine was started and the rest of the taxi and takeoff proceeded uneventfully. Once airborne, I noticed that we had departed with the autobrake selector in the OFF position. As I thought about the sequence of events leading to that I thought of two things: placing that switch to RTO takes place in the Captain's Before Start flow. I also recalled that when I performed the After Start flow (following the Passenger incident), I placed the Window Heat switches to ON, another item that is normally accomplished in the Captain's Before Start flow. Clearly, in our unique situation, a Before Taxi flow, followed by a Before Taxi Checklist was insufficient to reposition all switches to their appropriate positions prior to taxi and takeoff. Of note, neither of us felt rushed, and we both felt that we used good CRM to methodically think through our situation before continuing, yet in the end, something was missing. I've referenced the manuals, looking for a procedure that would have trapped our errors, but am still left wondering. Since we started the original taxi single engine and never shutdown that engine, the procedure in Flight Ops Manual never entered our minds, yet

that guidance probably would've caught the error. Non-standard Ops lead to inadvertent takeoff with auto brakes selected off.

Narrative: 2

On taxi out, the A FA called to tell me that there was a family being non-compliant regarding the face mask policy. I made the decision to taxi back to the gate. I asked the FO to complete the After Landing Checklist. While we were waiting for a gate, the FA called to tell us, "Never mind, the issue is resolved." At that point, we completed the Before Taxi Checklist and taxied to the runway. After takeoff, the FO pointed out that RTO switch was not re-selected to "armed." Our unique situation made it impossible for autobrake re-selection to occur. In this situation, our normal checklist does not catch the error. I should have triple checked everything because our routine taxi out was interrupted. RTO reengage missed during a taxi back to the gate and subsequent cancellation of that.

Synopsis

Air carrier flight crew reported missing re-setting the auto-brake system before takeoff and cited dealing with a passenger not complying with face mask policy as a contributing factor.

Time / Day

Date : 202103

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Dusk

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Component : 1

Aircraft Component : Turbine Engine Thrust Reverser

Aircraft Reference : X

Problem : Malfunctioning

Component : 2

Aircraft Component : Circuit Breaker / Fuse / Thermocouple

Aircraft Reference : X

Problem : Improperly Operated

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 82

ASRS Report Number.Accession Number : 1795292

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

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

Person : 2

Location Of Person.Aircraft : X
Location In Aircraft : Flight Deck
Reporter Organization : Air Carrier
Function.Flight Crew : Captain
Function.Flight Crew : Pilot Flying
Qualification.Flight Crew : Instrument
Qualification.Flight Crew : Multiengine
Qualification.Flight Crew : Air Transport Pilot (ATP)
Experience.Flight Crew.Last 90 Days : 225
Experience.Flight Crew.Type : 15000
ASRS Report Number.Accession Number : 1795305
Human Factors : Workload
Human Factors : Troubleshooting
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Communication Breakdown.Party1 : Flight Crew
Communication Breakdown.Party2 : Maintenance

Events

Anomaly.Aircraft Equipment Problem : Less Severe
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
Anomaly.Deviation / Discrepancy - Procedural : Maintenance
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL
Detector.Person : Maintenance
Detector.Person : Flight Crew
Were Passengers Involved In Event : Y
When Detected : Aircraft In Service At Gate
Result.General : Flight Cancelled / Delayed
Result.General : Maintenance Action

Assessments

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

Narrative: 1

Sat in ZZZ for hours for a delayed flight coming from ZZZ1. During the swap, the outgoing Captain informed me that the Crew that brought the aircraft into ZZZ1 said that upon landing the right thrust reverser malfunctioned. The delay was due to Contract Maintenance MEL'ing the right thrust reverser. During pre-flight I checked the logbook, Release, and stickers as well as looked up the MEL on my EFB. During this time the "A" Flight Attendant informed me that a passenger was refusing to wear their mask and creating a scene and that the CSR had been called. Eventually the passenger was removed and an updated report was sent to the aircraft. During the distraction I neglected to click on the hyperlink in the MEL in the Maintenance portion labeled MEL SP#XX Thrust Reverser System. If I had I would have noticed on that a Circuit Breaker for the #2 Engine

should have been pulled and collared. Upon landing in ZZZ2 I informed the outgoing Captain of the MEL. During my commute home I received a text from said Captain that he found the wrong CB had been collared and that he had written it up and ZZZ2 Maintenance was fixing the issue. Upon reviewing the SP#XX I can only assume that the CB for the #1 Engine had been pulled instead.

Narrative: 2

Inbound Captain advised that they had received the aircraft late in ZZZ due to Thrust Reverser MEL applied in ZZZ1 on previous flight and then further delayed on their flight due to a Passenger refusing to comply with mask requirements. In reviewing the logbook I found that the MEL sticker in the front of the logbook was not completed. The MEL number was not entered, the Special procedures performed were not entered and the circuit breakers pulled and collared were not entered. When I reviewed the logbook entry, the special procedures were references SP-XX. I also observed C/B's #2 Engine TR Sync Lock and #2 Engine TR INTLK pulled and collared. I then reviewed the MEL and SP-XX and discovered the following errors. 1. SP XX calls for the #2 Engine TR Sync Lock c/b and the #2 Engine TR Control c/b to be pulled and collared. the Control C/B was NOT collared as prescribed in SP XXnd the INTLK c/b WAS collared contrary to SP XX 2. There was no MEL sticker placed on the Inoperative TR lever. 3. There was no MEL sticker placed above the respected N1 gauge. I contacted Maintenance Control to confirm my understanding of the MEL regarding the incorrect Circuit Breakers and they confirmed the wrong circuit breaker had been pulled. Notified ZZZ2 Maintenance and entered the discrepancy in the logbook. ZZZ2 Maintenance arrived and corrected the circuit breaker configuration and signed off the discrepancy I had entered. Missing information on the logbook sticker was also corrected. I have long felt that our MEL is VERY inadequate when it comes to circuit breaker identification. In this particular instance the nomenclature is correct and was just applied incorrectly by the Mechanic, but if the C/B locations were included it would have been much more apparent to the Mechanic as well as flight crew that the two C/B would not be immediately adjacent to each other. I have brought this to the attention of Flight Ops previously with regards to other MEL's and have been advised that changes are slated for a future revision that has been delayed due to aircraft out of service returns, COVID and other issues. I also feel it should be reinforced to flight crews that MEL compliance is not solely the responsibility of the Maintenance department and that we should always verify (to the limits of our abilities) those aspects of MEL compliance which we have ready access to on each airplane we accept regardless of previous crews acceptance of the aircraft.

Synopsis

Two air carrier captains reported delays due to incorrect MEL procedures performed by maintenance and a passenger not complying with face mask policy.

Time / Day

Date : 202103

Place

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

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
Cabin Lighting : High

Person

Location Of Person.Aircraft : X
Location In Aircraft : General Seating Area
Cabin Activity : Service
Reporter Organization : Air Carrier
Function.Flight Attendant : Flight Attendant (On Duty)
Qualification.Flight Attendant : Current
ASRS Report Number.Accession Number : 1794252
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Human Factors : Physiological - Other
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
Were Passengers Involved In Event : Y
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 : Human Factors
Primary Problem : Company Policy

Narrative: 1

I wouldn't mind to serve the passengers with our normal service any other time however with the national crisis still going on and only about 20% vaccination rates. With the new menu option, I feel that it is still too early to provide these options. At first, I noticed even with the menu placard, several people lower down their masks to order their drinks despite the numerous PA about the mask compliance. It is quite distracting and uncomfortable environment to other passengers who are sitting next to them and myself. Few people were chewing their food and talking to me without the mask. The second thing is that more people are traveling which I am happy for however the social distance is impossible already. After serving snacks they immediately remove their masks. By the time I bring my drinks to serve, I am exposed to all these passengers and passengers themselves while they are chewing and talking themselves. The third problem is that more drinks, more contacts. Almost everyone touched my hands when I served the drinks. And immediate contacts with them handing over the drinks, it makes some passengers quite uncomfortable and distracted events for the crews. The fourth problem is that WiFi is inadequate and lots of people ask how or where to find the menu, it may sound simple to do it but it's not something that generally people are familiar with our website and not many frequent fly members on board. It takes lots of crew time and distraction in fact. Lots of crew members are still not having the access of the vaccine yet. I feel that our company put our crews in great danger in our work environment. If we follow the federal guideline, I strongly believe that we are not ready for this, yet. Thank you for your consideration and help in advance. We must vaccinate the crews 100%. I believe it is the utmost important event the company needs to focus on and resume the service we normally do after. This extra menu service, is simple I understand, however it still too early to say we are safe.

Synopsis

Flight Attendant reported it is too early to expand the inflight service. There are too many passengers with face masks down, talking with masks down, and social distancing issues during the inflight service.

Time / Day

Date : 202103

Local Time Of Day : 1801-2400

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1793950

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Approximately 20 minutes after departure I received a call from the Flight Attendant that we had a couple passengers that weren't complying with the mask mandate and asked me to make our announcement reminding passengers of the Federal mask mandate. I made our announcement. Just prior to going through sterile flight deck period the Flight Attendant called again with passenger seat numbers X3 and YX4 and asked me to relay non mask compliance to the station. We made several attempts to contact Operations. After being unable to do so I sent an ACARS to Dispatch notifying them of mask non-compliance and asked them to have a CSR meet the aircraft. Being so close to the destination we elected to continue to the destination. After landing we tried several more times to contact Operations on taxi in and were unable to do so. Upon arriving at the gate the CSR came on board and informed me they had LEOs waiting at the counter and the TSA had been notified but she wasn't sure if they were sending a representative to speak with the passengers. She requested keeping the passengers on board for several minutes, so they could make sure everyone was prepared to receive the passengers. Given the all clear, the passengers disembarked without incident. The Flight Attendant mentioned she made multiple announcements and handed the passengers the information describing the penalties for non-compliance that are included in the packs of masks/alcohol wipes. It sounds like she made every available effort per SOP to have the passengers comply with the mask mandate. As states continue to withdraw mask mandates I foresee this becoming an increasingly widespread issue. I thought the idea of handing the passengers the information card was a very smart idea as seeing this in writing may carry more weight. Perhaps aircraft can be stocked with additional copies of these cards to hand out. Also our current guidance on the mask mandates in the flight crew memo make this policy sound like it is just per company policy. Updated guidance stating that this is a Federal mandate may make it more clear to the passengers that this is a serious federal violation. Every day we see passengers wearing masks that are not allowed on our flights and have to be given masks that meet standards, gate agents policing masks that required standard would also be helpful.

Synopsis

Air Carrier Captain reported passengers not conforming with face mask policy during flight and had personnel meet the aircraft on arrival.

Time / Day

Date : 202103

Local Time Of Day : 1801-2400

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 210

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1792371

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 99

Experience.Flight Crew.Type : 16000
ASRS Report Number.Accession Number : 1792381

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 Crew
Detector.Person : Dispatch
When Detected : Taxi
When Detected : Routine Inspection
Result.Flight Crew : Overcame Equipment Problem

Assessments

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

Narrative: 1

After pushback in ZZZ, Dispatch notified us via ACARS that ZZZ Operations had contacted her and that "you did not sign her [Dangerous Goods Form]". However, only the Pilot's copy of the [Dangerous Goods Form] was provided to us by the A Flight Attendant. Prior to pushback, and at the same time the [Dangerous Goods Form] was delivered, we had an intoxicated Passenger removed from the aircraft. Once we reached our cruise altitude, we took pictures of the signed Pilot's copy of the [Dangerous Goods Form] and amended Release and emailed them to the Operations Center and the Dispatcher via the Company provided EFB. First of all, any time HAZMAT/COMAT is transported onboard, a face to face briefing with the Captain should be required. This will build a shared mental model and will allow the Captain the opportunity to efficiently and effectively bring Dispatch into the loop in accordance with the FOM. Personally, any time we carry HAZMAT/COMAT, I will review the FOM as this is not something I do every day, so I can back up the Captain more effectively. Finally, discussing actions to take if unruly Passengers pop up among the whole Crew can help prevent distractions when they do pop up

Narrative: 2

After pushback, ACARS notification from our Dispatcher stated QUOTE "You did not sign her NOTAC" ie, describing the Ops Agents copy of the NOTAC. Apparently the Ops Agent only handed the "Pilots Copy" of the NOTAC to the A Flight Attendant, and not directly handing it to the Captain. No "Ops Copy" was ever provided. Just when this occurred, a Passenger was being removed for behavior of what an intoxicated passenger would exhibit. Once at cruise, photographs were taken of the "Pilots Copy" of the NOTAC, and of an amended Release stating in the remarks section. Note: "Raft on flight, refer to NOTAC" -- with our Dispatchers initials and the time of the amendment, and this was emailed to our Dispatcher and Chief Pilot in the Operations Center. Confirmation was received on ACARS that Dispatch was in receipt of our email, sent via Company email on the Captains EFB.

Synopsis

B737-700 First Officer reported a communication breakdown between flight crew and Dispatch regarding missing signed NOTOC document.

Time / Day

Date : 202103

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

Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1791338

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

Events

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

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 : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Upon door closure Flight Attendant Y came up to me and informed me she was having problems with a passenger who is refusing to put his mask on. I told her I would go to the back while she checked the doors for me. I went to handle the passenger and she did

closed doors and made the announcement. We both said cabin secure. I noticed the flight deck door was closed and had assumed she had done cabin secure for me seeing as I was tending to this passenger and she had done door closure for me. I continued on with the safety briefing. Approximately one minute into the safety briefing the Captain opened the flight deck door to inform me that no one informed him of cabin secure. Me and Flight Attendant X both became aware that we had assumed the other person had secured the cabin door and quickly re-secured the cabin. We continued on with our briefing. I believe we both made the mistake because of the destructive passenger. I had assumed that while I was tending to this passenger she had took over all of my duties and she assumed that I was going to finish my duties once I got back up into the gallery. I also believe the pilots close the door on their own to keep warm which is why we had gotten confused on the door being close.

Synopsis

Flight Attendant reported being distracted by a disruptive passenger and forgetting to advise the flight crew the cabin was secure and they were ready to depart.

Time / Day

Date : 202102

Local Time Of Day : 1801-2400

Environment

Light : Night

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

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

Experience.Flight Attendant.Airline Total : 3

ASRS Report Number.Accession Number : 1791134

Human Factors : Other / Unknown

Human Factors : Confusion

Events

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

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

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

Upon doing the cabin sweep, I notice [Passenger in] X1 talking on the phone and asked her to turn it off. I only knew she was on the phone because her phone was facing up in

her palm and I could see the active phone call with the phone screen. She seemed to act like she was complying, but she was still talking. Her mic for the phone was inside of her mask, so I would never have been able to say she was on the phone had I not seen the phone. I told the forward she was still on the phone. People hide their cell phone microphones in the masks all the time. It is hard to tell when they are actively talking or just singing along to a tune. If it is so hard for me to discern an active phone call is taking place with a passengers face covered, I have to wonder what else people can hide inside a mask that could cause me, fellow passengers, crew or the plane harm. 3D printers can make all kinds of gadgets - including sharp objects - that could hide in a mask, not to mention the possibility of any kind of explosive that could be detonated between the teeth. COVID masks - supposedly are for crew and passenger safety, but these federal masks on airplanes create more safety concerns. I know the masks appear to keep us safe from the dreaded COVID, but the reality is the masks pose a much greater safety risk than COVID. I can't see what people are actually doing (talking on the phone or not). I can't identify a human trafficking victim from any other masked passenger. I can't identify a bad actor hiding in a mask from an innocent one in a mask. I can't smell alcohol, smoke, or even jet fuel when wearing a mask, which is required of me at all times - especially in my jump seat. The ability to do my job as a safety professional on an aircraft is greatly reduced thanks to these mask mandates. I am really surprised that the FAA and airlines care more about the optics of safety than the actual safety on board a plane these days.

Synopsis

Flight Attendant reported concern regarding the face mask policy as it covers a passenger's identity and creates a possible way to hide unwanted items under the mask.

Time / Day

Date : 202101

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

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

Flight Phase : Parked

Airspace.Class A : ZZZ

Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1788520

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

Result.General : Police / Security Involved

Result.Flight Crew : Diverted

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Pushed away from gate. Started taxing in ZZZ alley when I got a call from #1 Flight Attendant, (FA), that there were First Class, FC, passengers that were not wearing face coverings after being told to wear them by the FAs. Stopped the aircraft and made a very "To the point" PA that any non-compliance with Flight Attendant instructions, particularly pertaining to facial coverings, would have "un-favorable" consequences. I had already made it clear that facial coverings were required while on-board during my "welcome aboard" PA. Conferred with FAs that my second PA was successful, and we continued taxi and takeoff. Once established in cruise, the FAs informed me that they were having problems with FC passengers willfully being non-compliant regarding wearing a facial covering after being advised as such multiple times by at least 2 different FAs. My FAs had even switched working positions in order to try to de-escalate the situation and convince the passengers to comply. I commenced communication with Dispatch and relayed the situation with advisement to contact customer representatives. Shortly thereafter, due not only to non-mask wearing, but also, disruptive behavior by passengers requested to be re-seated in Main Cabin. I further relayed this information to Dispatch. It was at this point the FAs gave the notification of passenger misconduct warning. Shortly thereafter passenger started harassing my FAs with constant cornering them in the FC galley and demanding trivial items. At this point, even after a tremendous amount of patience, de-escalation attempts and warnings by the FAs, and with building harassment and aggressiveness being demonstrated by passengers, I notified Dispatch that we would be diverting to ZZZ1. We landed at ZZZ1 non-eventfully, without being overweight and without declaring an emergency. Passengers were removed from the aircraft. We departed ZZZ1 and arrived in ZZZZ uneventfully. Please allow me to acknowledge my FAs for their display of "Consummate Professionalism" during this flight. They were tireless in their attempts to de-escalate the situation in hopes of precluding a diversion. I would also like to acknowledge the support of Dispatch and company as reflective of the number of communications that were made prior to our diversion. And last, but certainly not least, I would like to acknowledge the expert airmanship demonstrated by my First Officer during our extremely busy diversion as well as throughout the rest of a very long day. Should you need additional information from me regarding this diversion, please don't hesitate to contact me.

Synopsis

Air carrier Captain reported passengers were unruly and not complying with face mask policy despite multiple warnings by the crew resulting in a diversion, and removal of the passengers.

Time / Day

Date : 202101

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Environment

Flight Conditions : VMC

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

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 24000

Experience.Flight Crew.Last 90 Days : 240

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1785616

Human Factors : Distraction

Events

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

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

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

During deplaning at ZZZ airport, a passenger advised the lead flight attendant that either she may have been or was exposed to COVID-19. The affected passenger advised she was transferring to an international destination. This passenger would have had to disclose at check-in if she was possibly exposed, but passengers lie because they want to get home or travel to their destination. Also, on this flight I observed at least 10 passengers walk off the plane without any mask on and about 20 passengers walk off the plane with their mask only around their mouth. I see this type of activity on EVERY flight EVERY week. This is even with numerous PA's telling the passengers they must wear the mask around their mouth and nose. Many customers just don't care. I've had passengers completely remove this mask right in front of me. I've even experienced passengers telling me, "[profanity] the mask" right in my face as they walk off the plane mask less. This is the type of activity I see on every flight.

Synopsis

Captain reported being advised that a passenger told the Flight Attendant they may have been exposed to COVID-19.

Time / Day

Date : 202101

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

Flight Phase : Cruise

Flight Phase : Taxi

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1784952

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Events

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

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

Detector.Person : Other Person

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

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 : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

I was deadheading on Aircraft X. I identified myself to the A Flight Attendant (FA) (as I always do) as a safety and security asset. The flight was nearly full. During boarding a man who I later learned was Mr. X approached my seat. He was wearing a camo gaiter around his neck which was partially covering his mouth but was not covering his nose. As he approached, I identified myself as a crew member and politely asked him to pull his mask up over his nose. He complied but said that I should pinch my mask tight over my nose. I didn't quite hear what he said so I queried him. He said, "You should pinch down on your nose to close the gap at the top of your mask." My mask was an NP95 which had no gaps anywhere around my face. It was my sense that the man was being sarcastic and antagonistic. I said nothing further to him. I advised the FA A what happened before we pushed back. She told me that the man had boarded without his face covered and was told to cover his face. Thus he had pulled his face covering off his face between the time he boarded (when he was told to put it on) and the time he approached me, which was no more than thirty seconds. He clearly had no intention of complying with the mask policy. FA A asked me to brief the Captain about the incident and asked if I would talk to the CSR agent whom she wanted to speak with Mr. X. I agreed. Before departure I walked into the jet bridge and spoke with FA A and the CSR. I briefly explained what I observed and what he said to me then I went back onto the airplane and took my seat. A short time later I observed Mr. X walk back down the aisle past me. Sometime during the flight FA A advised me that Mr. X had been [violating other regulations]. She advised me that Mr. X demanded to know the crews names (including mine) but that she did not give him any names. She was clearly concerned about this and I could see how his actions were distracting to the flight crew and were thus interfering with their duties. She told me that she was going to have CS meet the aircraft and asked me to stay as a witness. FA A as well as the rest of the inflight crew were nothing but polite and professional the entire flight, when I observed her dealing with Mr. X or otherwise. After leaving the aircraft I was standing in the jet bridge and spoke with a CS Supervisor. Mr. X walked by me and said in an aggressive and hostile tone, "I want your name." I told him that I could not give it to him and that I could not speak with him about this matter. He again demanded my name and moved closer to me. I backed up. He then raised his camera and said, "I'm taking your picture." I stated, "Do not take my picture." He said, "I'm taking your picture." I quickly turned around and walked around the jet bridge corner toward the aircraft door. I do not know if he took my photograph or not but felt that his forcing his camera in my face was one of belligerence, hostility, and aggression. I felt threatened. All of this simply because he was asked to properly wear his mask. After the CSR Supervisor and Mr. X walked into the terminal, I remained in the jet bridge as I did not want to encounter Mr. X again. When the CSR Supervisor walked back onto the jet bridge, I explained to her that I could not have my photograph taken and suggested that if he loitered around the terminal waiting for me that she please call law enforcement. I asked her if she felt he was being hostile and or belligerent. She agreed that he was. After some time, Mr. X left the area, and I departed the terminal. Based on his behavior and actions I would strongly urge that Mr. X is not allowed to fly on our airline in the future.

Synopsis

Air carrier Captain deadheading on a company flight reported a passenger would not conform to the face mask policy and was hostile, aggressive, belligerent towards the flight attendants.

Time / Day

Date : 202101

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

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 In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1784065

Events

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

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

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

At the gate we had a passenger board without permission from gate agent, then we had a non-compliant passenger not wearing a mask. That was mitigated when gate agent came and explained to the elderly passenger that masks must be worn. On taxi out Captain and First Officer were discussing mitigation strategies if that event were to re-occurrence on taxi and failed to run pre-takeoff checklist. Cause - Distraction by pre-flight events with gate agent and non-compliance of the passenger. Remain focused on task at hand. Not replay scenarios until the debrief phase of flight.

Synopsis

Air carrier Captain reported forgetting to do the pre-takeoff checklist due to being distracted by a passenger being boarded without permission and another passenger not complying with face mask policy.

Time / Day

Date : 202012

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Person

Location Of Person.Aircraft : X

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783856

Human Factors : Situational Awareness

Events

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

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 : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

A passenger wore a mask that looked like it had holes in it, he was irate when I told him it was not allowed onboard. He had a kid with him and to make things easier I grabbed him a mask from the galley. When I got to his seat he had another face covering but I still offered him the mask. He took it but and threw in the seat back pocket. He told his kid he didn't wanna make a fuss, it wasn't necessarily a non-compliance but it is definitely worth reporting my point of view.

Synopsis

Flight Attendant reported a passenger boarded the aircraft with a mask that had holes.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783505

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

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

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

I was the least involved crew member. Passenger X was assigned to seat XX2 but upgraded herself to YY6, an exit row seat next to her friend. The A [FA] gave her a mask when she boarded because she only had a scarf. Passenger X had food in front of her for much of the flight so that she wouldn't have to wear a mask. I picked up her food trash about 1 1/2 hours into flight and advised Passenger X that she needed to wear a mask. Fellow FAs had told her that she needed to wear a mask previously while not eating. She stated, "I won't" very clearly. Suggestion - Have a National Policy on mask wearing and ban passengers that fail to comply. This passenger told my coworkers that she didn't intend to fly our airline again. A coordinated policy might have more teeth, and since these passengers are failing to comply with crew member instructions, consider a permanent ban.

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

Time / Day

Date : 202101

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
Flight Plan : IFR
Mission : Passenger
Flight Phase : Parked
Cabin Lighting : High

Person

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 : 1783497
Human Factors : Communication Breakdown
Human Factors : Situational Awareness
Human Factors : Troubleshooting
Human Factors : Confusion
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 : Human Factors
Primary Problem : Environment - Non Weather Related

Narrative: 1

At the start of our flight there were thru passengers, one of which was a family of 4. Their small child was not wearing her mask correctly, so I ask that they use the child mask that the previous crew left for them. They were compliant and not a problem. During boarding, another family of 4 boarded with a child that had his own seat and was clearly not under 2. He had no mask at all, I told the Mom that he needed to have a mask on before boarding the plane. She said she told the Gate Agent that he was under 2. I let her board and called down the agent who said that even though he had a purchased seat there was no way other than to take her word for it. During the flight his sister came up and spoke to us about her vacation and told us that she had a baby brother who is 3. This being the same kid that was questioned. My problem with us not having a policy to check for birth dates is that it essentially creates a problem with compliance. How can I be expected to enforce the mask policy to the family that was honest about their child's age while the family that lies does not have to comply. If this was done when the ticket was purchased, then it makes it fair for everyone.

Synopsis

Flight Attendant reported a child was not wearing a face mask on the flight and questioned how flight attendants could enforce a child to wear a mask.

Time / Day

Date : 202101

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.Other

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1783416

Human Factors : Situational Awareness

Human Factors : Distraction

Events

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

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

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

Aircraft X had to return to ZZZ for an electrical problem. On the ground after landing, I learned from the flight attendants that there had been a problem with a passenger. They

initially described it as a medical issue, saying prior to departure the CSR had struggled to evaluate if he was fit to fly and eventually decided he was. I was told he was the last passenger to board. There were issues with him not wearing his mask properly and several crew members had asked him to cover his nose. He was seated in the wrong seat prior to departure. At one point he was coughing/hacking severely to the point where other passengers began to react with concern. On the return back to ZZZ, two flight attendants said he was unresponsive when they asked him to put his seat and tray table upright. They said they had to resort to physically shaking him before he responded. They asked him if he knew his name and where he was going and he either would not or could not provide this information, but eventually just said he was "going home." When he was pointed out to me in the terminal prior to the "second" flight, on a new aircraft, and his mask was down below his nose. The flight attendants were very concerned and did not want him on our flight because he would not obey crew member instructions. I agreed the situation would likely not improve once airborne and did not want to risk yet another diversion if that it indeed turned out to be the case and therefore told Customer Service not to board the passenger. I told one CSR he would not be allowed on the flight. As we prepared the new aircraft for departure I was confronted by yet another CSR Supervisor who again tried to talk me into taking him. "We're out of options. There are no more flights out. He's crying. He's very nice. He just wants to go home." I was moved, but the unruly passengers are always nice to the agents when they're on the ground trying to make up for bad behavior and I had to remember that every Flight Attendant in the back, to a person, had an issue with this passenger and did not feel comfortable taking him. I stood my ground. The FAA adopted a Zero Tolerance policy earlier this month. I am disappointed in our lack of training and or communication of FAA regulations to pertinent front-line employees.

Synopsis

Air carrier Captain reported a passenger was not compliant with face mask policy.

Time / Day

Date : 202101

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 : GPS
Flight Phase : Cruise
Cabin Lighting : Low

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 : 1783226
Human Factors : Workload
Human Factors : Other / Unknown
Human Factors : Situational Awareness

Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct
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 : Environment - Non Weather Related
Contributing Factors / Situations : Human Factors
Primary Problem : Human Factors

Narrative: 1

Passenger interfered and disrupted Flight Attendant crew duties. The passenger was noncompliance with policy and procedures put in place by the company, CDC , FAA governing face coverings for flying. The passengers lack of compliance placed crew and fellow passengers at risk of contracting the COVID virus. This is a policy and safety issue that needs to be enforced from the top down.

Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy and interfered with FA crew duties.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

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

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 : 1783197

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

Events

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

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 : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

A passenger in XX2 informed us that passenger in YY3 would not keep her mask on. Passenger stated she kept taking her mask off once the flight attendants passed by. When I walked by her the face mask was off and I asked her to put the mask on and she did. Flight Attendant B also had to ask her to put her mask back on.

Synopsis

Flight Attendant reported a passenger was not complaint with face mask policy.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : 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

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783179

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Events

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Taxi

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

As the X Flight Attendant I felt very uncomfortable sitting next to a passenger that during the times I was next to him, he constantly removed his mask to either eat or drink. And I

mean during taxi, takeoff and landing. I stayed away for as long as I could. I only sat down when it was required of me. Not once during cruising altitude did I sit next to him. At some point during flight he was sitting in my assigned seat and fell asleep in it. The A FA asked him to move back to his seat. I hope we can either make sure the X FA on this aircraft sit alone or next to another FA. At least a FA would respect the fact that she/he should not remove his/her mask next to me in such close proximity.

Synopsis

Flight Attendant reported being assigned to a passenger seat next to a customer that continually removed their face mask.

Time / Day

Date : 202101

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

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 : 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 : 1783170

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Events

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

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

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Saw Passenger X sitting in the gate house wearing a mesh mask. I pointed it out to the gate agent and he stated it's approved, because it covers her nose and mouth. But I stated, no, because it's see through and mesh. Masks have to be made of solid material. So thinking the gate agent would say something to her about the mask Passenger X boards the plane and takes her seat wearing her mesh mask. FWD Flight Attendant (FA) sees this and questions it and then calls me for a reference. I stated to her, I don't think it's an approved mask for flying, let me find it in the manual before going to Passenger X. While I'm trying to find it, FWD FA sends a message to the gate agent about Passenger X wearing this mesh mask. FWD FA also informs the Captain as well. After searching under COVID section, I find it and inform FWD FA and the Captain that it's not approved and that I'll inform her that her mask is not compliant. I approach Passenger X about her mesh mask and also show her in manual that it's not compliant. Passenger X makes a statement that she's been allowed to wear it on her flights. I then read the mask compliance portion in the manual verbatim. She makes a little fuss about it and then states "Fine, hand me a mask." I tell her "Thank you." I head back up to the FWD part of the cabin, galley area to inform FWD FA and Captain we're good. Passenger X switched out her mask for one of our mask. Also show them both in the manual where it's located if there's ever any other issues that arise in the future. They can both reference. Also state to the gate agent that Passenger X mask is not approved.

Synopsis

Flight Attendant reported a passenger was required to remove a mesh face mask, while the Gate Agent did not agree, and use a company supplied mask before departure.

Time / Day

Date : 202101

Local Time Of Day : 1201-1800

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Descent

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 : 1783169

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

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

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

Passenger X didn't wear mask during boarding. I asked her if she would be able to keep her mask on for the duration of the flight and she agreed. After the safety demonstration her mask was down again. I approached her and she pulled it up. Before landing, while walking to my jumpseat, it was down again, I couldn't issue a warning because we were landing.

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

Time / Day

Date : 202101

Local Time Of Day : 1201-1800

Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 40000

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

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 23045

Experience.Flight Crew.Last 90 Days : 120

Experience.Flight Crew.Type : 11935

ASRS Report Number.Accession Number : 1782877

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Events

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

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

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

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 : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

Non-compliant passenger. During our flight I was informed of non-compliant passenger, Passenger X seat XX6, who apparently was continually reminded of face covering policy. Flight Attendant woke passenger to remind them to mask up. I was informed of this during a bathroom break an hour before landing. The passenger followed the Flight Attendant to first class cabin to complain about being woken up. Captain made PA "reminding all passengers of policy." I told the passenger we need to get a commitment for mask and he agreed and then made a complaint about being hurt by Flight Attendant. Flight continued without further incident and Customer Service Supervisor met aircraft.

Synopsis

Air carrier Captain reported a passenger was not complaint with face mask policy during flight.

Time / Day

Date : 202101

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.Other

Person : 1

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 : 1782653

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Person : 2

Location Of Person.Aircraft : X

Cabin Activity : Boarding

Cabin Activity : Deplaning

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 : 1782652

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

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
Were Passengers Involved In Event : Y
When Detected.Other
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

On Aircraft X from ZZZ to ZZZ1 passenger seated in seat X3 (Passenger X) had his mask down below his nose and touching his top lip. I told the passenger that he had to pull his mask up over his nose and mouth. He looked at me and then he pulled it up. That was his first verbal warning. While doing the compliant check he had his mask pulled back down. I reminded him again with a second verbal warning about his mask. As we were finishing up the demo he pulled his mask back down and noticed that I seen him because he changed his seat to seat X4, so I was able to see him. He turned and looked at me and I pointed to my mask. He knew exactly what I meant and he pulled it up. That was his third warning. Once service began and gave him a snack he took a very long time to finish his snacking and drinking. Once he was finally done he had his mask completely off. He was just sitting back looking on his phone at pictures and messages. I had to remind him for the fourth time. He rolled his eyes at me this time. While cruising inflight many passengers had fallen asleep with their mask on, I began to do a garbage run. Passenger X had his head back with his eyes closed (his eyes were blinking) mask under his nose and just barely touching his top lip. I called out to him but he never responded. I gently tapped him on the arm and told him once again that he had to pull his mask up. He looked at me with a very mean evil look and he pulled the mask up and snapped it over his eyes so he would not have to look at me. He then folded his arms as if he was having a tantrum like a child. Passenger X just wanted to do things his way and refused to comply. As a frequent flyer, I'm sure Passenger X is well aware of airline's policies and rules, he just wanted to break the rules on this flight. Passenger X was given several verbal warnings about his mask.

Narrative: 2

On Aircraft X from ZZZ to ZZZ1 I was working the AFT position and passenger seated in seat XX2 (Passenger Y) boarded three [the] aircraft with his t-shirt style mask off. I walked up to the passenger once he sat down and told him he had to put his mask on over his nose and mouth. He then pulled it up. This was his first verbal warning. Once I walked away and began doing my announcements he turned around and looked straight at me and he had no mask on once again. This time the mask was tucked into his shirt as if he was wearing a turtleneck. I spoke to him once again about the mask having to stay on and he just replied "Oh yeah and pulled it up." The FWD FA called me on the phone to ask me was the passenger seated in seat XX2 (Passenger Y) wearing his mask because the gate agent wanted to know. That tells me he had an issue at the gate and they wanted to know was he complying with that rules. Once he passed the gate agent he took his mask off because that's the way he boarded the aircraft without a mask. So once I told the FWD FA I had to speak to him twice she said she was going to let that gate agent know. After

hearing all of that I immediately went to the flight deck and alerted the CA and FO about what was going on. I explained to the pilots that I've spoken to him twice and we have not even closed the door and pushed back from the gate. As I turned around to see if the gate agent had come on the plane Passenger Y had his mask completely off once again. I told the CA "He has it off once again." I began walking towards the back to collect garbage and as Passenger Y seen me coming began laughing and pulled the mask up. An agent came on and spoke to Passenger Y (seat XX2) and his friends who sat across (XX3 & XX4) from him. They all boarded the aircraft with their mask off or down way under their noses. They all began to laugh once the agent was talking to them. The agent was not stern about the policy and he was very passive and they took him and what he was saying for a joke. He asked them a question and didn't enforce Airline's policy. Once he left Passenger Y changed his mask to the company issued mask he was given at the gate. While doing the demo Passenger Y had the company issued mask pulled down. He literally took this mask policy for a joke. He was laughing and cracking jokes with his friends. Passenger Y was given several verbal warnings. Once we landed and were taxiing to the gate Passenger Y took off his seat belt and pulled down his mask under his chin to talk on his phone. His friends looked back at me, laughed and whispered something to Passenger Y. Passenger Y then turned back and looked at me with his mask down and turned his head before pulling the mask up. Passenger Y was determined to do as he wanted and not wear the mask.

Synopsis

Two Flight Attendants reported two separate passengers were not compliant with face mask policy.

Time / Day

Date : 202012

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

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 : Climb

Flight Phase : Cruise

Flight Phase : Landing

Flight Phase : Parked

Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1782448

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

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

On flight ABCD from ZZZ to ZZZ1 while boarding passenger seated in seat XX1 came on that aircraft with his mask below his nose and between his lips. I told that passenger his mask must come over his nose and mouth. He responded "He will try." I then offered him a company approved surgical mask that were provided by the company. He responded "No thanks." That was the first time of me asking him to put his mask on properly. During my compliant check before doing the safety demo, the mask was down again. I told him once again about the mask. That was the second time. During cabin service the mask was down again and I had to remind him once more. Once cabin service was over and passengers were given time to eat and drink, I then went around to collect trash and he was asleep with his mask down. I called out to him and he opened his eyes and I told him for the third time about his mask. Once we got to the final descent his mask was down and I reminded him once again for the fourth time. Once I told him this time he just looked at me and shook his head. This passenger (XX1) and his wife seated in XX2 were both sick. They were both coughing without covering their cough. The couple kept coughing during takeoff, throughout the flight and landing. The coughing drew the attention of other passengers to look. People are very scared and when they hear coughing and other passengers [are] not wearing mask properly they worry. Many verbal warnings were given.

Synopsis

Flight Attendant reported that a passenger had to be reminded four times to wear a face mask. Flight Attendant stated that the passenger and his wife were coughing without covering their cough.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : 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

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782445

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

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

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

On Aircraft X from ZZZ to ZZZ1 I worked the AFT and passenger seated in seat X4 (Passenger X) boarded the aircraft with her mask down below her nose. Once she got to her seat the passenger seated next to her in seat X3 was calling me over for a seatbelt extender. I then told Passenger X that her mask had to be pulled up over her nose and mouth. She then pulled her mask up and then rested her head on the passenger shoulder sitting next to her. This was the first reminder. While doing [...] I noticed Passenger X had taken her mask down again. Once she noticed that I saw her she turned her head and pretended as if she was looking out the window with her mask still down. Once I handed Passenger X her snack I reminded her again for the second time about keeping her mask up covering her nose and mouth. She then slowly pulled it up. Passenger X was not compliant with mask policy and was determined to keep her mask down. While walking the cabin to check on passenger, once again Passenger X had her mask down again for the third time. This time when she seen me coming she immediately put her head down so I would not see her. She was taking this whole mask wearing as a joke. I reminded her once again. Passenger X and the passenger seated in front of her (Y4) were the only two passenger on the flight who were given several reminders. They both ignored what was being said and did what they wanted to do.

Synopsis

Flight Attendant reported two passengers were not compliant with face mask policy.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Person

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 : 1782444

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

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During the boarding process on Aircraft X from ZZZ to ZZZ1, I was working the AFT position. I noticed that the Passenger X seated in seat X4 had his mask down. He waited

until he passed my flying partner to pull it down. He took his seat and was talking to a passenger across from him. Once I was done saying my 5 minute to door closing announcement I began walking to the front of the aircraft. Once I got to row X, [Passenger X] had his mask down under his chin. I told Passenger X he had to place his mask over his nose and mouth. He looked at me rolled his eyes and did a heavy sigh. I walked away and Passenger X began discussing the mask issue with the passenger seated across from him whom I learned was his friend who was original assigned to seat Y1, but decided to change his seat to seat X1 instead. Passenger Y had an oversized laptop in the back seat pocket and I told him that he had to stow it in a bag under the seat in front of him or in an overhead bin. He replied "Yes, ma'am." Once the doors were closed I began doing my compliment check passenger seated in X4, Passenger X had his mask down below his nose this time. I spoke to him once again. He wasn't happy about it so he rolled his eyes again at me and snatched the mask up over his nose and shrugged his shoulders. This was the second time Passenger X had to be reminded about his mask.

Synopsis

Flight attendant reported a passenger was not compliant with face mask policy.

Time / Day

Date : 202101

Local Time Of Day : 0001-0600

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

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 : 1782320

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

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

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

On [date], Aircraft X, Passenger X, became very defensive and rude after I asked him to place his mask over his nose and mouth. His response for having it off was that he was drinking coffee, however, there was no coffee and he never disposed of any during trash pickup. After doing my compliance check, he ask if we had any mask that he could wear and drink at the same time in a condescending tone. I replied no and walked to the boarding door for departure. After door closure, Passenger X began to talk on the phone. After repeatedly asking him to get off, he did not comply. After the Captain made an announcement for all cellular devices to be in airplane mode, he still continued his conversation until he was done talking. His non-compliance and dismissive approached could be a risk in the unlikely event of an emergency in his future of flying.

Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy and talking on the phone when not allowed.

Time / Day

Date : 202011

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

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 : 1782318

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

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

Were Passengers Involved In Event : Y

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 : Human Factors

Primary Problem : Human Factors

Narrative: 1

On or around [date] on Aircraft X, ZZZ-ZZZ1 a Captain wasn't wearing his mask , I asked the Captain to please wear his mask if he wasn't eating or drinking and he complied. Passenger seated in front of the Captain wasn't wearing his mask as well. I asked the passenger and his wife to please wear their masks as well since they were watching a movie and "NOT EATING NOR DRINKING!" The passenger was seated in [seat] X4 and clearly didn't want to comply with the face mask policy. I received a complaint letter from this passenger who didn't want to wear a face mask when I was just doing my job. Other passengers in the cabin was complaining about the passenger in [seat] X4 who clearly wasn't wearing his mask over his nose and mouth. I made 1 announcement explaining our face covering policy. The face mask policy announcement has since been changed to reflect the face mask must be worn except while eating or drinking for a brief moment. In the future I will report on any employee if they are non-compliant since employees set the tone and pace on the flight. When employees don't comply with policy or procedures passengers think they can do the same and not comply. The Airline should not ask employees to follow policy and procedures and when customers send in bad letters make employees accountable.

Synopsis

Flight attendant reported a deadheading Captain and a passenger were non-compliant with face mask policy.

Time / Day

Date : 202101

Local Time Of Day : 0601-1200

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Parked

Person : 1

Location Of Person.Aircraft : X

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 : 1782146

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Situational Awareness

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

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783168

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Other / Unknown

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
Were Passengers Involved In Event : Y
When Detected : In-flight
When Detected : Pre-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

Passenger boarded with mask down but pulled [it] up before I could ask him to. He proceeded to pull down his mask and sit down. I asked him at that point to please pull up mask, it's airline's policy to wear mask over nose and mouth. He stared at me but pulled it up. Once in the air, during service, he had his face covering below his nose. I asked him if there was a reason he wasn't following Airline's policy, he replied "Listen I don't know what you're talking about." So I repeated the policy to him and asked him to pull up his mask. He was very defiant but pulled up his face covering.

Narrative: 2

Passenger X's mask was down when boarding I asked him to pull up, he complied. He got to seat and pulled it down again, I approached and he pulled it up. During snack service it was down again. I asked him why he couldn't keep his mask up, did he understand the Company's Policy? He stated he didn't know what I was talking about. I told him the policy is to wear his mask over his nose and mouth for the duration of the flight, did he understand. Passenger X pulled up his mask with attitude and said lady, " You don't want problems with me."

Synopsis

Flight Attendants reported a passenger was not compliant with face mask policy.

Time / Day

Date : 202101

Aircraft

Reference : X
Make Model Name : Commercial Fixed Wing
Crew Size.Number Of Crew : 2
Operating Under FAR Part : Part 121
Flight Plan : IFR
Mission : Passenger
Airspace.Class A : ZZZ

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 : 1782144
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
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

FA B and FA D repeatedly requested all passengers in the same party to lift and secure face coverings. Passengers would only cover up when flight attendants walked by.

Synopsis

Flight Attendant reported a group of passengers were no compliant with face mask policy during flight.

Time / Day

Date : 202101

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
Airspace.Class A : ZZZ

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 : 1782133
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
Were Passengers Involved In Event : Y
When Detected : In-flight
Result.General : None Reported / Taken

Assessments

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

Narrative: 1

This occurred during flight. Passenger X is seated at X5. Another passenger flagged me and said that Passenger X was not wearing a mask, and that he was coughing. Passenger X was sleeping and I roused him on the arm and gave him his mask to put on, as he had placed the mask on his armrest. He put on his mask. But sometime shortly before arrival (maybe 30 minutes before), I found him again without a mask and tried to rouse him. But this time he was wearing huge noise cancellation headphones and would not respond to any tapping or rousing, and no response to my calling his name. He had drank some liquor during the flight, but not enough that he could not be roused. I believe he was ignoring me on purpose and pretending to sleep, and had put the headsets on as an excuse to not

hear me. Then the Captain called me that we had to prep the cabin early due to expected turbulence before landing. We then proceeded to do prep for landing. I again attempted to rouse Passenger X as his seat was reclined. And again, no response. I had to physically push his chair upright, as he would not respond to do it himself. Then I tried to rouse him again, tapping him, calling his name, and telling him to put on his mask. He finally slowly came awake. I put his mask in his hand (he again had put it on his armrest) and told him repeatedly to put on his mask. He finally complied. And as he was leaving the airplane, I saw him again take off his mask at the jetbridge. I believe Passenger X was doing everything on purpose, and that he was awake and just pretending to sleep. He would have had to have taken copious amounts of liquor to not have been aware of me rousing him, tapping him, or calling his name. He also had this huge headphones on. I feel strongly concerned about the possibility that he had done this before, and likely gotten away with it too. I am putting this on for the record, so there will be something to refer to in case he does it again.

Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy during flight.

Time / Day

Date : 202101

Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

Environment

Light : Daylight

Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Cabin Lighting : Low

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)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782122

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

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Throughout the nearly two hour flight, customers part of X organization group refused to comply with the mask policy, repeatedly laughing and mocking us when we attempted to enforce the policy. Compliance simply did not occur. FA A and C spoke many times with various members of the group, to no avail. FA A and C also spoke with adult leaders of the group, who did nothing to encourage compliance. We requested leadership meet the flight upon landing, and we recommend the offending customers be denied further transport on our airline. Our request to deny them travel was not granted by leadership in ZZZ. The offending group of customers were allowed to continue on to their next flight.

Synopsis

Flight Attendant reported a group of passengers did not comply with face mask policy throughout the flight.