

CABIN CREW FEEDBACK

Issue No: 22

Winter 2006

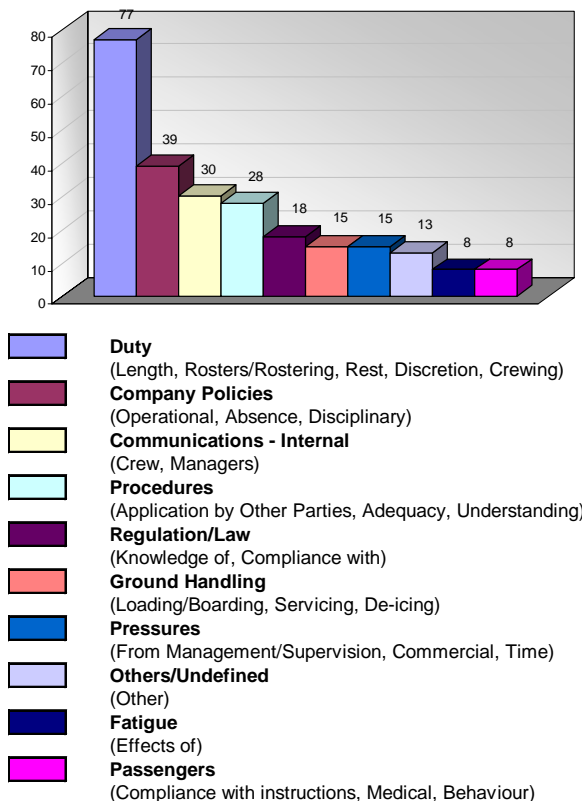
EDITORIAL

THANKS FOR TAKING THE TIME

I recently received two reports from a Captain and a cabin crew member who recently travelled as pax on two separate flights with a foreign operator. Both reports raised safety-related concerns. Can I take this opportunity to thank both reporters who, even though on their holidays, took the time to observe and report back to us unsafe procedures. These reports have been disidentified and forwarded to the operator concerned for their information.

Kirsty Arnold

Most Frequent Cabin Crew Issues Received 12 Months Ending November 2006



Number of Reports Received: 01.10.06 - 17.12.06: 29

Topics Have Included:

- Crew Fatigue/Tiredness
- Inadequate Training
- Pre-flight Duties Not Completed
- Pressure to Board from Ground Staff
- New Exam Procedures

WHAT'S IN THIS ISSUE?

	Page
Two Duties in One Day	1
Use of Mobile Phones/Aircraft Refuelling	2
Too Many Location Diagrams	2
Not Well Prepared - (1) The Cabin Crew View	2
Not Well Prepared - (2) The Flight Crew View	3
Icy Steps	3
Stowage of Crew Bags	3
Contacting CHIRP	3
Report Form	Outside Back Cover

REPORTS

TWO DUTIES IN ONE DAY

Report Text: I was on a rest day on Day 1, standby 0300-0900 local on Day 2 and also rostered a flight on Day 2 to report at 2130 local. Is this legal, as I went to bed early on Day 2 to rest for my standby and I could not rest properly for my duty that night? I was dozing off driving home.

Some Captains I've spoken to said, "Yes that is legal" and some stated that it was not as it was 2 duties in 1 day.

Please can you advise?

CHIRP Comment: The duty as described above was 'legal' as minimum rest (usually 11 hours) had been achieved before having to report at 2130.

In this case the reporter was given conflicting information from the Captains they spoke with. It is worth noting that all information relating to your own FTL Scheme can be found within your company's Operations Manual.

CABIN CREW FEEDBACK is also available on the **CHIRP** website - www.chirp.co.uk

A Cabin Crew Safety Newsletter

from **CHIRP** the Confidential Human Factors Incident Reporting Programme

USE OF MOBILE PHONES/AIRCRAFT REFUELLING

Report Text: This isn't the first time I and the whole crew have been led by the flight deck crew and ground staff underneath the wing and tail to get to our suitcases and crew transport. This time, however, a refuelling truck was attached and in the process of refuelling. One crew member was on the phone and didn't even bother switching phone off so went ahead and walked talking all the way.

CHIRP Comment: The CAA strongly discourages the use of mobile phones in the vicinity of aircraft, because of the risk of distraction, aircraft system interference and possibly fire. Whereas the risk of a spark of sufficient intensity to ignite fuel vapour released during fuelling is extremely remote, under normal circumstances, the risk of a mobile phone user becoming distracted is much greater and may result in physical contact with the aircraft and injury. Signals from mobile phones can also interfere with fuel gauge readings, navigation equipment and may cause spurious fire/smoke warnings in cargo/baggage holds.

TOO MANY LOCATION DIAGRAMS

Report Text: My company operates three different aircraft types, and for each of these types there are currently two different location diagrams, this is way too much for anyone to memorise, not just for recurrent exams, but also for day-to-day operation on the aircraft.

In an emergency, given the stress that situation entails, I don't know for certain that I or my fellow crew would be able to locate emergency equipment quickly. This is exacerbated by two things, firstly, given the nature of our operation, flying can be very sporadic. We might not operate on certain aircraft for weeks or months at a time, so it's not even as if we're on the aircraft every day/week to familiarise ourselves with the location of equipment on board. Secondly, one particular location diagram makes no logical sense. For example, where you find a BCF you would expect also to find a pair of fire gloves; this is not the case. We've recently been told that the company is shortly to acquire two new aircraft to our fleet which will inevitably entail two more location diagrams.

CHIRP Comment: This matter was raised with the company who confirmed that they are currently reviewing the fleet referenced in the report. The company have since established a standard layout of equipment in line with an existing aircraft and all aircraft will be aligned with this aircraft, thus reducing the differences within the fleet. The company policy is to minimise any differences, aircraft to aircraft; however, on some aircraft it is not possible to remove all differences due to fixed layouts. The company will endeavour to ensure that all subsequent aircraft have equipment located in a familiar/logical location.

When operating an unfamiliar aircraft, the pre-flight briefing should be specifically structured to address significant difference in layout, equipment and procedures. Additionally, crew should familiarise themselves with any differences during their equipment checks.

NOT WELL PREPARED

(1) THE CABIN CREW VIEW

CHIRP Narrative: The following report was received from a cabin crew member in relation to being kept apprised of an emergency situation. We published the text in the last issue of the Air Transport FEEDBACK, which is circulated to all UK-licensed flight crew, with the accompanying **CHIRP Comment:**

Report Text: Our wake up call had been changed to 'indefinite' delay; we were called approximately one hour after our original wake-up time.

At the airport, the engineers told me that there was a problem with the hydraulics but they had not found the cause. When I asked the Captain what the procedure would be, he stated that an engine run would be carried out. We commenced boarding and nothing was mentioned again about hydraulics either prior to our departure or during my routine in-flight visits to the flight deck.

Our usual practice is that 20 minutes prior to landing seat belt signs are put on and cabin crew informed. However, only 10 minutes prior to landing, Captain made an announcement that we were landing. (A full wide-bodied aircraft does require 20 minutes, unless there are exceptional circumstances which prevent this.)

As we landed I saw that the fire tenders and emergency services were in attendance and wondered who they were for. I realised that they were for us when the passengers seated in the premium cabin began to panic.

The Captain then made an announcement explaining that some passengers may have seen some of "our friends" surrounding the aircraft but that this was normal as we had had a little technical problem. He did not use the words fire tenders, which led to passengers asking me further questions about the situation.

Why wasn't I informed that we were going to be escorted by emergency services? I could have prepared the crew for this as well as alerting them to the possibility that we might experience an emergency situation. The Captain may have considered the issue of hydraulics of no consequence but the emergency services were there for a reason!

After landing, the Captain made no attempt to ask me about the passengers' reaction or if the crew were OK.

I understand that the pilots have an extremely heavy work load in unusual circumstances but I feel that as the flight crew had not been concerned that there was anything wrong with the aircraft, they had left the cabin crew out of the equation. I have operated many times over the years with precautionary landings and understand that this may have been a minor incident but I had never landed previously without full knowledge of the conditions we might meet on the ground.

I feel that flight crew need to be reminded that cabin crew only possess the knowledge about the circumstances of the flight if they keep us informed.

CHIRP Comment: In situations similar to this, there should be a procedure between the flight deck and the cabin to ensure that each member of the cabin crew

can be alerted discreetly to the situation and be made aware of the aircraft commander's intentions, so that they are mentally prepared to deal with any problem that might arise.

(2) THE FLIGHT CREW VIEW

CHIRP Narrative: ... This comment was received from a Captain in response:

Report Text: The report from a cabin crew member in your latest issue no. 80 p10 [Air Transport FEEDBACK] regarding the lack of communication from the Captain brought to mind a recent incident I was involved in. I was the operating Captain of a B### flight from AAA (S Africa) to BBB(UK). When we were in the cruise we received a call from ATC informing us that some rubber had been found on the runway after departure. They could not confirm whether it had come from our aircraft or not.

With some nine hours to go to BBB we had plenty of time to diagnose and decide on a course of action. There was no indication of any damage to our tyres, all still had good pressure. There was no apparent damage to the hydraulic system and the gear had retracted properly. We liaised with our flight planning department on Sat-phone, who contacted the watch supervisor at BBB to advise him of the situation. They were advised that we did not consider it an emergency, and it was very unlikely that we would burst a tyre on touchdown, however we would like to have a leader vehicle check over the landing gear after clearing the runway, to check for any damage. We also briefed our senior cabin crew member, and asked her to brief each galley independently to expect a normal landing. We decided not to say anything to the passengers.

We were asked if a runway change would be acceptable (probably for traffic reasons). Although shorter, we accepted the runway change and landed normally, using normal reverse thrust and minimal braking, and there was no indication of a tyre deflating. We were however met by what appeared to be BBB's entire stock of fire vehicles which clustered around us as we cleared the runway. I then had to make a rapid PA off the cuff to the passengers to explain what was happening. It would have been very helpful if the ATC response had been communicated to us prior to landing. It is also interesting that ATC were happy to switch an aircraft with a possible gear problem to a shorter runway, but considered it serious enough to call the fire service out.

I suppose my point is that in the other incident, the Captain may well have been as surprised as the passengers to see all the emergency vehicles!!

CHIRP Comment: This flight crew report highlights the importance of good communication. However, as the report notes, not all situations will be 'textbook' and it is important to be prepared for the unexpected and act accordingly.

ICY STEPS

Report Text: Boarded pax from rear door with steps covered in ice. Blanket placed on the steps just outside the door (as asked by Captain). A few pax nearly tripped over because of blanket and ice.

CHIRP Comment: Placing a blanket on the steps was inappropriate, since the trip hazard is obvious. Also, if the blanket had fallen to the ground, it could have been a FOD (foreign object damage) hazard. Our advice would be for a crew member to challenge any staff member, if they are asked to perform a task which they consider might be hazardous or likely to cause injury/harm and to explain their concerns at the time. If you feel unable to refuse such an instruction from the Captain, take the issue up with your In Charge.

The company commented that all incidents which have or might have compromised safety, or where caused by deficiencies or unserviceability of safety equipment or systems should be reported to the In Charge for action via the company channels.

STOWAGE OF CREW BAGS

Report Text: Our A321 No4 jumpseat (which folds away when stowed) is positioned near D4 but is located in the aisle and at the rear of cabin, behind the last row of passenger seats and allows a view of the cabin during take off and landing. The aisle seats of the last row (mentioned above) have open space underneath them and crew use this open space to stow their hand baggage - I have seen everything from ladies' handbags, to shoe bags to even a wheelie bag!

I consider this completely unsafe as any bag placed there is unrestrained, sometimes protrudes into the cabin aisle and even worse, if the aircraft suffered a sudden jolt with subsequent evacuation there is the potential for the item to slide completely into the vicinity of the crew member seated here. Similarly, passengers running to the rear doors in an evacuation might even trip on a bag which so easily could be prevented.

I am unhappy that colleagues do this unsafe practice so often. Furthermore, crew would generally not allow passengers to stow their bags in this manner and I fail to understand why they think it is acceptable for theirs.

In summary correct and safe stowage of crew baggage should be something we do automatically. If the company could address this issue and produce a company notice and explanation of why this practice is unacceptable on Airbus aircraft it would greatly assist.

CHIRP Comment: Cabin baggage must not be placed where, if it were to be displaced, it could cause injury or damage or obstruct the aisles and exits. If you are not happy with the size of an item of baggage then either relocate it or ask the owner to do so. Be aware that both stowages and procedures may vary between operators, even on the same aircraft type.

CONTACT US

Kirsty Arnold

Cabin Crew Programme Manager
Cabin Crew Reports

Peter Tait

Director
Flight Crew/ATC Reports

CHIRP

FREEPOST (G13439) [no stamp required]
Building Y20E, Room G15, Cody Technology Park, Ively Road
Farnborough GU14 0BR, UK

Freefone (UK only):
E-mail:

0800 214645 or
confidential@chirp.co.uk



CABIN CREW REPORT FORM

CHIRP is totally independent of the Civil Aviation Authority and any Airline

NAME:				1. YOUR PERSONAL DETAILS ARE REQUIRED ONLY TO ENABLE US TO CONTACT YOU FOR FURTHER DETAILS ABOUT ANY PART OF YOUR REPORT. 2. YOU WILL ALWAYS BE SENT AN ACKNOWLEDGEMENT FOLLOWING RECEIPT OF YOUR REPORT 3. THIS WHOLE REPORT FORM WILL BE RETURNED TO YOU WHEN YOUR REPORT IS CLOSED. No RECORD Of Your Name And Address Will Be Kept
ADDRESS:				
POST CODE:	TEL:			

PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE INCIDENT/SITUATION

YOURSELF - CREW POSITION			THE FLIGHT/EVENT									
CABIN CREW IN-CHARGE	<input type="checkbox"/>	SENIOR CABIN CREW	<input type="checkbox"/>	DATE OF INCIDENT		CABIN LIGHTING:						
CABIN CREW	<input type="checkbox"/>	SUPERNUMERARY	<input type="checkbox"/>	TIME	LOCAL/GMT	BRIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> DARK <input type="checkbox"/>						
OTHER:				AIRCRAFT LOCATION		DAY <input type="checkbox"/> NIGHT <input type="checkbox"/>						
EXPERIENCE/QUALIFICATION			THE AIRCRAFT			CABIN ACTIVITY						
TOTAL YEARS	YEARS WITH CURRENT AIRLINE		TYPE/SERIES			BOARDING <input type="checkbox"/> BEVERAGE SERVICE <input type="checkbox"/>						
AIRCRAFT TYPES QUALIFIED ON:			NUMBER OF CABIN CREW			TROLLEY SERVICE <input type="checkbox"/> MEAL SERVICE <input type="checkbox"/>						
1.	2.	3.	NUMBER OF PAX ON BOARD			TRAY SERVICE <input type="checkbox"/> DISEMBARKING <input type="checkbox"/>						
4.	5.	6.	NUMBER OF EXITS			FILM <input type="checkbox"/> OTHER: <input type="checkbox"/>						
TYPE OF OPERATION			WEATHER (IF RELEVANT)			FLIGHT PHASE						
SCHEDULED	<input type="checkbox"/>	CHARTER	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	CLOUDY	<input type="checkbox"/>	PRE-DEPARTURE	<input type="checkbox"/>	TAXI	<input type="checkbox"/>	
CORPORATE	<input type="checkbox"/>	OTHER:	<input type="checkbox"/>	RAIN	<input type="checkbox"/>	FOG	<input type="checkbox"/>	TAKE-OFF	<input type="checkbox"/>	CLIMB	<input type="checkbox"/>	
PASSENGER(S)/INJURY(IES)			ICE			<input type="checkbox"/>	SNOW	<input type="checkbox"/>	CRUISE	<input type="checkbox"/>	DESCENT	<input type="checkbox"/>
PASSENGER(S) INVOLVED?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	TURBULENCE	<input type="checkbox"/>	THUNDERSTORM	<input type="checkbox"/>	APPROACH	<input type="checkbox"/>	LANDING	<input type="checkbox"/>
INJURY TO PASSENGER	<input type="checkbox"/>	INJURY TO CREW	<input type="checkbox"/>	OTHER:				STAND/GATE ARRIVAL	<input type="checkbox"/>	OTHER:		
THE COMPANY			MY MAIN POINTS ARE:									
NAME OF COMPANY:			A:									
REPORT TOPIC			B:									
MY REPORT RELATES TO:			C:									

ACCOUNT OF INCIDENT/SITUATION - (PLEASE ATTACH ADDITIONAL SHEETS IF NECESSARY)

The UK Confidential Human Factors Incident Reporting Programme



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE (no stamp required) AND SEND TO:

CHIRP • FREEPOST (G13439) • Building Y20E • Room G15 • Cody Technology Park • Ively Road • Farnborough • Hampshire • GU14 0BR • UK

Confidential Tel (24 hrs): +44 (0) 1252 395013 or **Freefone** (UK only) 0800 214645 and Confidential Fax: +44 (0) 1252 394290

Report forms are also available on the **CHIRP** website: www.chirp.co.uk