



ASRS Passenger Misconduct Related Events: What Would You Have Done?

InfoShare – Cabin

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**AVIATION SAFETY
REPORTING SYSTEM**



Discussion Topics

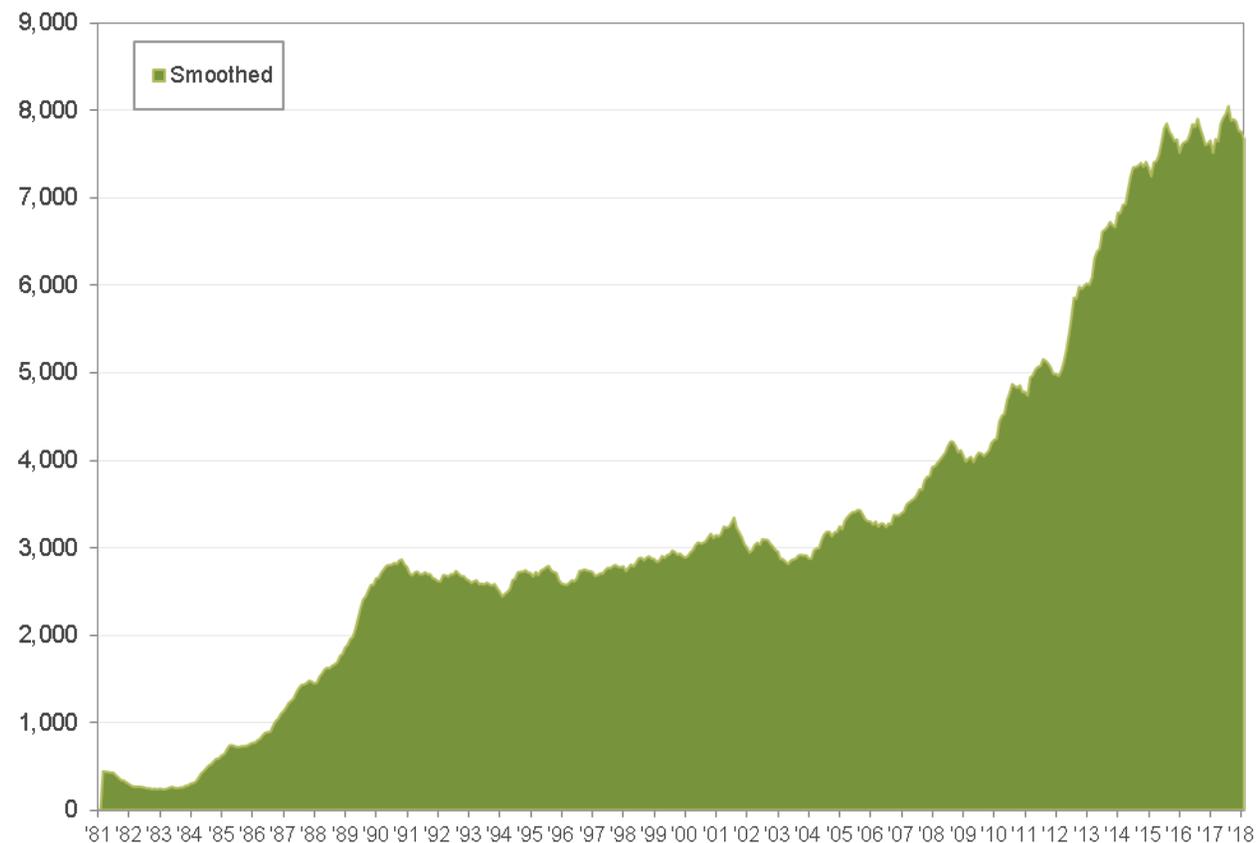
- ASRS Metrics and Alerts
- Report Data - Passenger Misconduct Related Reports
- What Would You Have Done?
Scenarios



ASRS Report Volume Profile

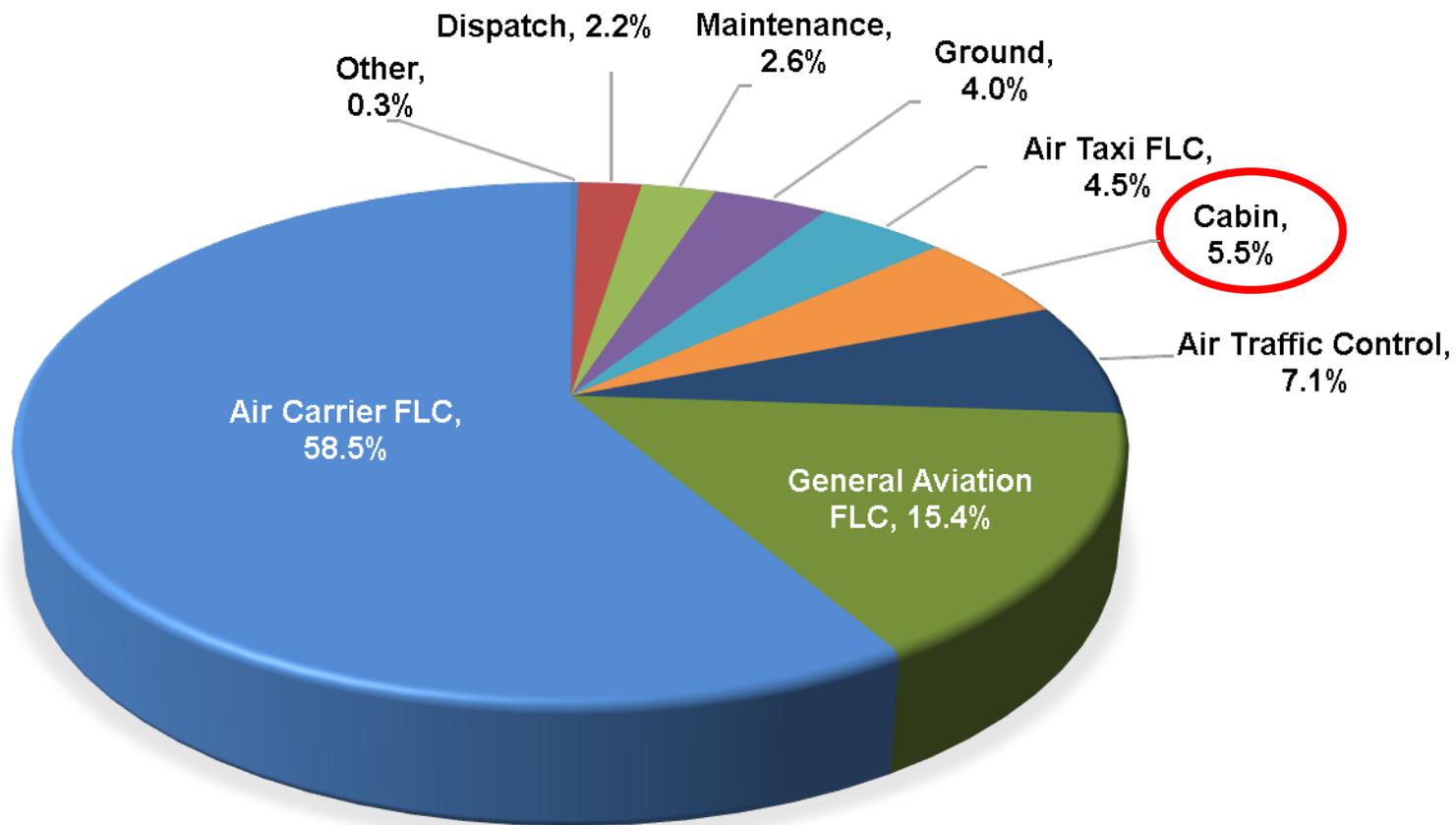
- Approaching 42 years of confidential safety reporting
- Over 1,522,000 reports received
- Over 6,400 alert messages issued
- Over 7,858 reports per month, or 377 per working day
- Total report intake for 2017 was 94,302
- Current rate estimate for 2018 is over 95,000

Monthly Intake
January 1981 – February 2018



Incident Reporter Distribution

January 2017 – February 2018



n = 106,961



Source: 100% ASRS Report Data



ASAP Reporting to ASRS

■ ASAP Reporting

- 243 Total Programs
- 123 Air Carriers/Operators

More programs being added continuously

■ Reporting Groups

- 117 Pilot
- 57 Maintenance
- 43 Dispatch
- 23 Flight Attendant
- 3 Other (Including Ground Crew, etc.)

ASRS Electronic Transmission Methodology compatible with numerous software platforms

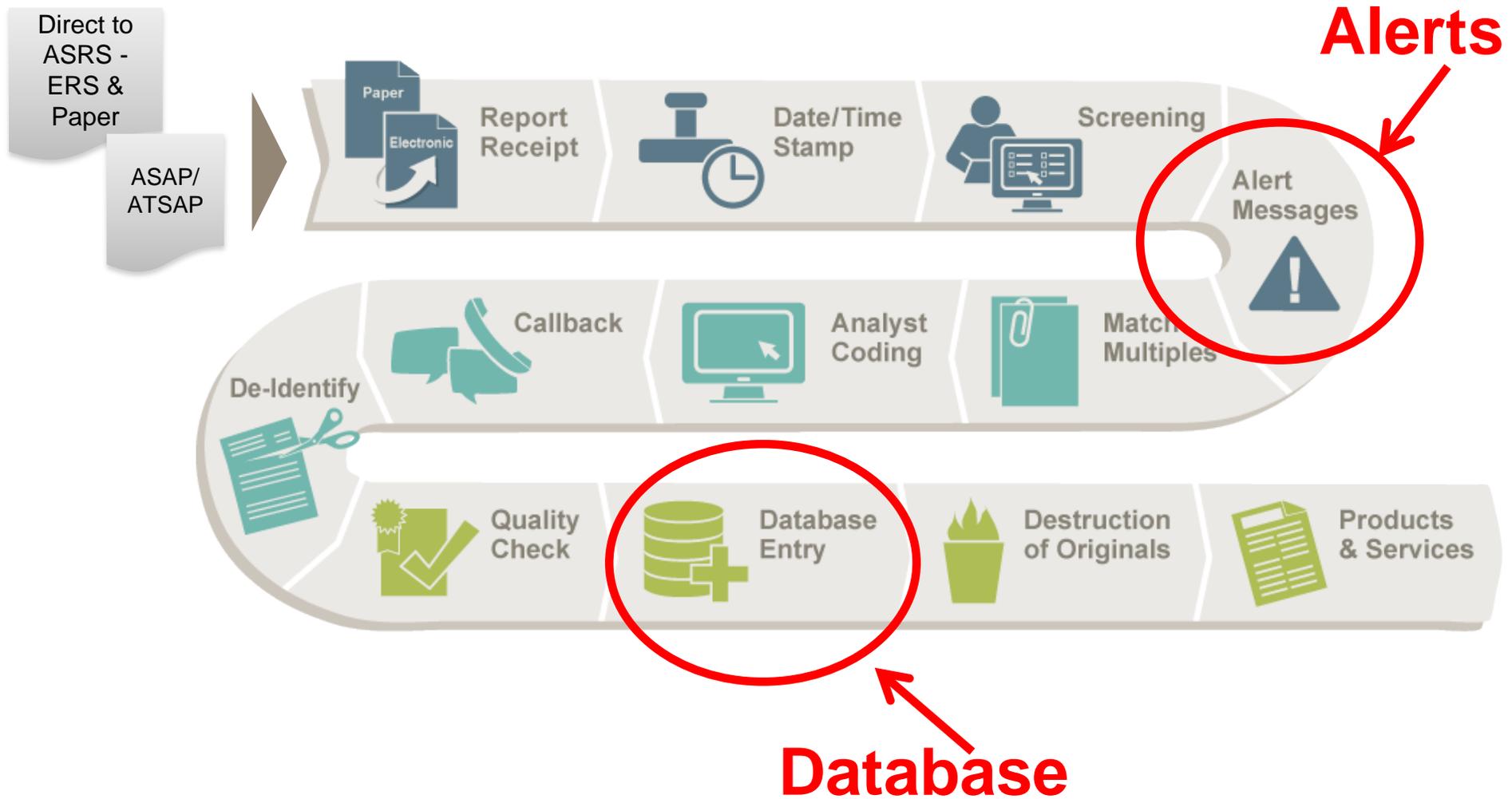
- Majority are received through **Secure Electronic Data Transmission** protocols
- Paper form submissions continue to be received at ASRS



27.4% of all reports are matched to unique events in 2017



Report Processing Flow



Aviation Safety Reporting System



Cabin Related Alert Messages

- Cabin Alert Message Examples
 - Passenger Misconduct
 - B767 Cabin Air Quality
 - B737-800 Galley Compartment Latch Anomalies
 - A321 Aft Cabin Flight Attendant Jump Seat Availability
 - PBE Explosion During Disposal
 - Emergency Medical Kit Blood Pressure Cuff Issues
 - Emergency Medical Kit Contents and Serviceability
 - Fire in Cabin from Credit Card Reader
 - E-Cigarette Cabin Fire Hazard



Passenger Misconduct Report Data

(100% of Reports Received)

- ASRS report passenger misconduct report data includes 27,429 incidents occurring since 2013
- Charts tabulated:
 - Event Anomalies
 - Year and Month of Event



Cabin Crew Reports

100% of Reports Received (Jan 1, 2012 – Feb 22, 2018)

Event Anomalies (Top 20)	Number of Incidents
Published Material / Policy	20,137
FAR	5,730
Illness	4,372
Aircraft Equipment Problem - Less Severe	4,010
Passenger Misconduct	3,982
Security	1,390
Weather / Turbulence	854
Aircraft Smoke / Fire / Fumes / Odor	760
Maintenance	300
Passenger Electronic Device	188
Aircraft Equipment ProblemCritical	125
Weight And Balance	113
MEL	87
Hazardous Material Violation	28
Clearance	25
Fuel Issue	13
ATC Issue	12
Ground Event Encounter with Vehicle	12
Inflight Event Encounter with Bird / Animal	9
Track / Heading Deviation	7



*2018 data complete through February 22nd.
Data references 100% of ASRS reports received.

n = 27,429



Cabin Crew Reports

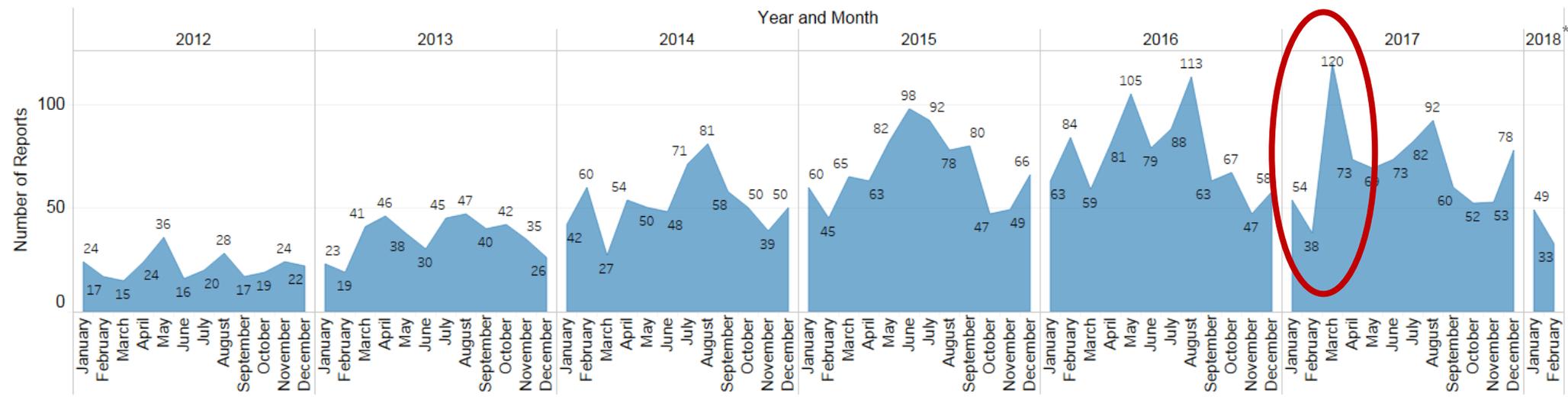
100% of Reports Received (Jan 1, 2012 – Feb 22, 2018)

Cabin Crew Reports (Year and Month Received)



Passenger Misconduct Reports

n = 27,429



*2018 data complete through February 22nd.
Data references 100% of ASRS reports received.



ASRS Passenger Misconduct Related Events

- ASRS continues to receive flight and cabin crew reports involving passenger misconduct events
- Crews have stated these events can hinder their ability to properly perform crew duties and can affect the safety and security of the flight
- Crews have also reported a perceived heightened level of aggressiveness from passengers and disregard for FAR published rules



ASRS Passenger Misconduct Related Events

What Would You Have Done?



- ASRS monthly CALLBACK Publication
“What would you have done?”
- Set up event, open discussion on decision making, review of result or final outcome of incident

“Stuck on Vacation”

Report 1517865

Flight Attendant - Situation Reported

“I saw the Passenger punch [a] Flight Attendant numerous times causing injury and blood.”



What Would  You Have Done?



“Stuck on Vacation”

Report 1517865

The Rest of the Story

“I immediately went to the phone at the 4L and informed the captain of the situation. I was at row 33 when the incident occurred during the beverage service. Passenger in row 40 had moved to row 35 for more room just before the incident occurred, witnessing the entire event. Passenger was telling Flight Attendant “%#^& Airline, &%^%# you and he wanted some #&%# ice” just before beginning to punch Flight Attendant numerous times. Passenger went to the restroom at the 3R door to clean up, only after screaming that he would cause more harm to Flight Attendant if he walks by again. In the bathroom passenger began destroying the aircraft bathroom and causing immense injury to himself, which was NOT caused by Flight Attendant as he had been instructed to stay in the 2L/R first class galley until we had control of the situation. Passenger’s wife said that they had been stuck in the Caribbean for numerous days and he was upset with our Company. Two military soldiers were involved holding other passengers back. They were in full military uniform but I cannot remember their seats. The entire 3rd class of the aircraft witnessed the entire situation, a Flight Attendant moved Passenger’s son into the seat on the aisle so that he couldn’t escape.”



“The Married Couple”

Report 1517573

Captain - Situation Reported

“Approximately 15 minutes prior to departure we were performing preflight duties in the cockpit. The Flight Attendant entered the cockpit and informed me that a married couple in the cabin was having a verbal dispute. She also informed me that some of the surrounding passengers nearby were exhibiting signs of being uncomfortable about this dispute. I told the Flight Attendant to see if this could be diffused and to keep me informed. About 5 minutes later the Flight Attendant and the purser returned to the cockpit and explained it was getting worse between the married couple. The two Flight Attendants said the husband was not flying with his wife and wanted to get off [the] aircraft and wanted his luggage.”



What Would  You Have Done?



“The Married Couple”

Report 1517573

The Rest of the Story

“At this point, thinking of the...possibilities that could occur leaving one of the two on board, I told the purser to have the agent remove both passengers for [the] safety of [the] passengers and crew.”



“One Too Many”

Report 1444341

Flight Attendant - Situation Reported

“While completing an emergency exit row check (after briefing) some passengers alerted me to a male passenger who arbitrarily moved to the empty exit row seat. I asked the passenger what his original seat assignment was. He replied XXB. I requested he return to his original seat. Passenger complied. During the beverage service, at row XXABC, I noticed the B seat was not occupied. I finished service, and checked the lavatories. The lavatories were unoccupied. I looked throughout the cabin for passenger XXB. He was once again sleeping in the empty economy section.”



“One Too Many”

Report 1444341

The Rest of the Story

“I requested the passenger for the second time to return to his seat. Noncompliance. I then went to the forward galley for assistance. [The Purser] proceeded to speak with the passenger. After a long discussion, the passenger returned to XXB. A brief time later XXB aggressively approached me in the rear galley. Pointing his finger in my face, he demanded my name, my crew member's names, the Captain's name, "everyone's name working the flight," The passenger had what appeared to be alcohol on his breath. I once again, for the third time during the flight requested he return to his seat. His aggressiveness startled and alarmed me. I was offered official assistance, in wake of the aggressive actions of passengers against airline personnel.”



“Emergency Exit Row”

Report 1444349

Flight Attendant - Situation Reported

“The flight was slightly delayed.... Passenger was in emergency exit row. You would think exit row passenger of all passenger would be willing and able to comply with crew instructions. This man should never be allowed to sit in an exit seat again! ... I requested he stow bag and laptop and fasten seatbelt and asked if newspaper was trash could I take it for him. He said no he was reading it so I asked him to remove it from floor in exit row so no one would get hurt if we actually had to use exit, then I continued down aisle. On passing him on my way back he still had not complied with one thing I said. I seriously thought about removing him from exit seat, but did not want to escalate situation. So I made the same request AGAIN. He told me he was keeping his laptop on his lap because he could. I was wrong.”

What Would  You Have Done?



“Emergency Exit Row”

Report 1444349

The Rest of the Story

“I then informed him that I was not wrong and that it was in my manual as such and I would be happy to show him. Finally he said I will put it away but you are wrong and then told [me] to LEAVE HIM ALONE. I talked to the CA [about] ...the situation. CA told me to show him in magazine where it is required to stow laptops. I didn't because as I said it would have escalated. This sort of behavior is unacceptable in exit row passenger. This man was of course one of the airline's [high] mile passengers. It is a shame because they hold a status that we cannot do our jobs. Something truly needs to be done. Our hands seemed to be tied and I have a plane full of passenger to protect. When these passengers disobey federal regulations there should be repercussions.”



“Threat to Film”

Report 1445971

Flight Attendant - Situation Reported

“This is not the first incident of this kind of late, but FAs had to address a disruptive passenger who changed seats and then tried to extort some kind of compensation for causing disruption. The passenger threatened to film them and put it on the internet if the company would not pay some kind of compensation. Passenger baited them to [be] forcibly removed. The passenger feigned fear from the FA....”



What Would  You Have Done?



“Threat to Film”

Report 1445971

The Rest of the Story

“[FA] ...was cordial and immensely patient throughout the incident. This is not the first such incident recently. The lack of sanction for any security violation that may have occurred due to recent events has now created a dangerous environment for our flight crews. Although one would hope this will blow over, the lingering effects are that some are taking advantage and compromising inflight security. The mob effect is a very real dynamic on an airplane, and the FAA needs to be aware of it and address it.”

Callback: Reporter stated disruptive passenger was eventually coaxed back to...assigned seat, [and] wanted a meeting with the CEO after the flight. The reporter reaffirmed [the] concern that since no action was taken after recent passenger involved incidents, passengers are less mindful of crew member's instructions and even confrontational.



“Bad Publicity”

Report 1447064

Flight Attendant - Situation Reported

“Checklists were completed and just before takeoff the #3 FA called and said he was having an escalating problem with three young women. They refused to switch off their PEDs and were very loud, profane and abusive to FA and passengers around them. Their language included references to “bad publicity” and ‘what are you going to do’ etc...”



What Would  You Have Done?



“Bad Publicity”

Report 1447064

The Rest of the Story

*“Upon the #3 FA's request I returned to the gate. While holding some distance from the gate waiting for three pushed-back aircraft to clear the taxiway, I spoke to the #1 FA to coordinate the gate return. She had not received full details from the #3 FA and I asked her to go to the rear of the aircraft and assess the problem. She confirmed the #3 FA's assessment, but said that after she talked to them, **the three women were now apologetic and more subdued. She had separated the three, and told me that they all promised to behave for the rest of the flight.** Based upon her input I cancelled the gate return and we took off and flew to destination with no issues. I observed several passengers thanking the #1 FA profusely as they exited the aircraft. ... I might add that in my preflight FA briefings, as on this flight, **I now include the topic of passenger disturbance and emphasize following the Flight Manual and FA manual to the letter.** The three women were very clearly trying to provoke an incident worthy of [social media] and the news media. ... I have no doubt that this was an attempted copycat incident in light of the spate of recent events on several different airlines.”*





Aviation Safety Reporting System

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<https://asrs.arc.nasa.gov/>

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