



Hot topics:

- ⇒ Premature door closure
- ⇒ Flight attendants performing incorrect safety demo on reconfigured aircraft
- ⇒ 767ME service carts blocking jumpseats due to galley space constraints
- ⇒ TSA crew verification not being accomplished per SOP

Program wins:

- ⇒ Adjustments made to the Flight Operations Manual (FOM) clarifying a jumpseating FA is not allowed on the flight deck
- ⇒ Flight attendants are exposed to aircraft noise levels while navigating to the DCA base. Based on the ERC interventions, ear plug protection will be distributed locally early May
- ⇒ While conducting safety checks on a newly configuration aircraft, several flight attendants discovered there were 13 POBs, when there should have been 15 POBs

ERC reminder

In order to avoid FA minimum crew violations, all flight attendants need to review appropriate aircraft diagrams, aircraft placards, conduct agent and crew briefings to ensure all requirements are met.

Reference FAOM pages 2.39-41

Total reports for April

112

Event Synopsis:

While enroute, I discovered the exit sign above the 1L door was not the correct one. The cover over the lights (when illuminated) that read "EXIT SALIDA" had an arrow pointing to the left and an arrow pointing to the right on both respective ends of the sign.

Resolution:

The sign was immediately replaced upon arrival thanks to good situational awareness by this flight attendant.

Event synopsis

After an extended delay and departing the aircraft, one FA realized there was a failure to cross-check door 1R. The FA returned to the aircraft to disarm the aircraft.

Event Synopsis:

While proceeding down the jetbridge in SFO gate 73/73A the crew noticed customers boarding for a Houston flight, there was no direction at the end of the jetbridge to ensure the correct aircraft was being used. As the crew approached the end of the jetbridge they noticed boarding had commenced prior to the flight attendants arriving.

Resolution:

SFO is installing gate doors at the end of the boarding gates. When one aircraft is boarding, the other access to the opposite end will be locked restricting customers from accessing the wrong aircraft.

Lessons learned:

Distraction and/or a lack of focus is often a common factor in incidents like this. It is extremely important that crews recognize critical periods, and concentrate on important safety duties. Prioritize multiple tasks, keeping safety as our number one priority.

Did you know?

- ⇒ The email address when submitting an ISAP report will default to your United email address. You have the option of changing this address to a personal email account
- ⇒ The ISAP reference booklet can be found online: Flying Together > Departments > Inflight Services > Safety & Security > ISAP resources