

Cabin Safety Preflight



What is the Aviation Safety Action Program (ASAP)?

The American Airlines Cabin Aviation Safety Action Program (ASAP) is an FAA sponsored voluntary safety program designed for flight attendants to self-report unintentional FAR violations and general and/or specific safety concerns as part of the SMS (safety management system) process. Additional information can be found in the *IFM > General Policies and Procedures > Reporting Procedures > Cabin Aviation Safety Action Program*

Who is the Cabin ASAP Event Review Committee (ERC)?

The ERC is a three-member safety partnership comprised of representatives from the FAA, APFA and American Airlines Flight Service. This partnership is committed to improving safety through the valuable information gleaned from your de-identified reports. Be sure to provide details and contributing factors to assist the ERC in understanding what took place and most importantly; **WHY!** ASAP safety data, much of which would otherwise be unobtainable, is used to develop corrective actions for de-identified safety concerns, and to educate the appropriate parties to prevent a re-occurrence of the same type of safety event.

How do I submit an ASAP Report?

Follow these steps to access the Flight Service Safety and Security web page:

- Log in to newjetnet.aa.com
- Navigate to the Flight Service website
- Click on the Safety and Security link in the navigation bar on the left
- In Event Reporting, select Cabin ASAP Report

OR

- Under Apps, On your tablet click on SOTI Surf
- Click on ASAPRepo
- Log in and submit

Safety Concern #1: Their aircraft was diverted to a small station without the ability to attach to a jet-bridge. After sitting on the tarmac for roughly an hour, the pilots were contacted by Crew Tracking and reassigned to work a different flight/aircraft outbound that was also diverted and on the tarmac next to their aircraft

The submitter's concern was that their aircraft was left without anyone in the flight deck with the APU running while passengers and flight attendants remained onboard. This left no means of communication for the FAs if they had an emergency. The FAs were on this aircraft with pax for over 4 hours.

- **ASAP Action:** The Cabin ASAP Event Review Team forwarded this event to the Director of Flight Operations Policies & Procedures and the Pilot's ASAP team. As a result, the Flight Operating Manual was updated to include guidance for this type of event.

Safety Concern #2: Advised of a placard at the 1L door on aircraft N830AW that states "CAUTION, during normal use, before opening door ensure slide is disarmed." This placard goes against current policy and procedure and training that FAs are NOT to open an aircraft door unless during an emergency.

- **ASAP Action:** The report was forwarded to Flight Service Policies & Procedures and also to Engineering.
 - Engineering tracked down the aircraft and the placard was removed.

Safety Concern #3: The flight attendant procedures for requiring two FAs in the front of the aircraft for Flight Deck door opening was not being followed. When the submitter discussed their concern with the Captain, the CA stated that he was unaware of the procedure. After the flight, CA asked the submitter to show him their manual and the reference to two FAs needed in the forward galley.

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ASAP Action: The event was forwarded to Flight ASAP who confirmed that the guidance is in the Pilot's Flight Operating Manual

- The APA representative on the Flight ASAP Team followed up with the CA to ensure that he is aware of the proper procedures

Safety Concern #4: A specific aircraft was missing from the IFM and safety demo PA card. The submitter noticed this when they referenced their manual to complete preflight checks and assist FA1 with the safety demo. The submitter told the pilots, and they were informed that the aircraft was recently obtained from Frontier Airlines.

- **ASAP Action:** The event was forwarded to Flight Service Policies & Procedures for their awareness
 - Follow-up: Flight Service issued a Flight Service Communication and the aircraft information was included in the next revision to the IFM

Safety Concern #5: Flight Attendant reported that the Pre-Recorded Automated Message (PRAM) and demo didn't match.

- **ASAP Action:** The ERC forwarded the report to Flight Service Policies and Procedures for their awareness
 - The PRAM was deactivated and a Flight Service Communication was sent out effective immediately.

Safety Concern #6: A discrepancy in the IFM regarding the photo and information on procedures for opening the oxygen mask compartment on the Passenger Service Unit.

- **ASAP Action:** The de-identified report was forwarded to Flight Service Policies & Procedures for their awareness
 - Change to IFM was accomplished in IFM Rev 14, effective 02MAR20

Safety Concern #7: The 321L interphone not being an effective method of communication during an emergency. In this event, all 8 doors were flashing red warning cabin pressure. The submitter could not reach the Flight Deck (FD) via interphone because all of the other FAs were calling the 1L door to advise of the warning lights at their respective doors. FA1 had to resort to banging on FD door.

- **ASAP Action:** Report was forwarded to Flight Service Training to verify what is specifically being taught with regards to the handset in in CQ & IQT especially with the Airbus aircraft. Education of the phone has been included into an EME for CQ, as well as a segment on bookmarking the phone section of the IFM for quick access.

Safety Concern #8: Passengers came on with boarding passes for their cello that violate FAR regulations for appropriate stowage location for these oversized objects. The flights originated at two different airports.

- **ASAP Action:** The events were forwarded to Airport Customer Service (ACS) for follow up with the respective stations where the events occurred. Additionally, the ASAP Event Review Committee made a recommendation to ACS that a SYSHOT (required reading) be sent to all agents with a reminder of the regulation. A SYSHOT was sent to all agents.

Questions or Comments?

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