
Flight attendant injury, Boeing 757-251, May 31, 2004

Micro-summary: A flight attendant on this Boeing 757-251 injured her hand while opening the door.

Event Date: 2004-05-31 at 1413 ADT

Investigative Body: National Transportation Safety Board (NTSB), USA

Investigative Body's Web Site: <http://www.nts.gov/>

Cautions:

1. Accident reports can be and sometimes are revised. Be sure to consult the investigative agency for the latest version before basing anything significant on content (e.g., thesis, research, etc).
 2. Readers are advised that each report is a glimpse of events at specific points in time. While broad themes permeate the causal events leading up to crashes, and we can learn from those, the specific regulatory and technological environments can and do change. ***Your company's flight operations manual is the final authority as to the safe operation of your aircraft!***
 3. Reports may or may not represent reality. Many many non-scientific factors go into an investigation, including the magnitude of the event, the experience of the investigator, the political climate, relationship with the regulatory authority, technological and recovery capabilities, etc. It is recommended that the reader review all reports analytically. Even a "bad" report can be a very useful launching point for learning.
 4. Contact us before reproducing or redistributing a report from this anthology. Individual countries have very differing views on copyright! We can advise you on the steps to follow.
-

Aircraft Accident Reports on DVD, Copyright © 2006 by Flight Simulation Systems, LLC
All rights reserved.
www.fss.aero

		NTSB ID: ANC04IA058		Aircraft Registration Number: N550NW	
		Occurrence Date: 05/31/2004		Most Critical Injury: Minor	
		Occurrence Type: Incident		Investigated By: NTSB	
Location/Time					
Nearest City/Place Anchorage	State AK	Zip Code 99502	Local Time 1413	Time Zone ADT	
Airport Proximity: On Airport		Distance From Landing Facility:		Direction From Airport:	
Aircraft Information Summary					
Aircraft Manufacturer Boeing		Model/Series 757-251		Type of Aircraft Airplane	
Sightseeing Flight: No			Air Medical Transport Flight: No		
Narrative					
<p>Brief narrative statement of facts, conditions and circumstances pertinent to the accident/incident:</p> <p>On May 31, 2004, about 1413 Alaska daylight time (ADT), a cabin crewmember received a minor injury during the cabin door-opening procedure of a Boeing 757-251 airplane, N550NW, after parking at Gate B-10 of the Ted Stevens Anchorage International Airport, Anchorage, Alaska. The airplane was being operated as an instrument flight rules (IFR) scheduled domestic passenger flight under Title 14, CFR Part 121, when the incident occurred. The airplane, operated as Flight 843 by Northwest Airlines Inc., St. Paul, Minnesota, was not damaged. The 2 airline transport certificated pilots, 4 other cabin crewmembers, and the 181 passengers, were not injured. Visual meteorological conditions prevailed. An IFR flight plan was filed. The flight originated at the Minneapolis International Airport, Minneapolis, Minnesota, at 0850 ADT.</p> <p>During a telephone conversation with the National Transportation Safety Board (NTSB) investigator-in-charge (IIC), on June 1, 2004, an air safety investigator with Northwest Airlines reported that after the airplane parked at the gate, the flight attendant was positioned at door 2L. The customer service agent (CSA) positioned outside the airplane on the jetway knocked on the door. This is the signal to the flight attendant that the door will be opened, if the flight attendant provides a visible "thumbs-up" signal to the agent on the jetway. The flight attendant reported that in response to the knock, she gave a thumbs-up, and stepped away from the door. The door did not open, but she heard a second knock. The flight attendant gave a second thumbs-up through the cabin door window. As she was giving the signal, the door handle came down on her wrist.</p> <p>The jetway gate agent reported that after his first knock, he did not receive a thumbs-up, and knocked a second time. The flight attendant inside the airplane then gave a thumbs-up signal. The agent then opened the airplane door from the outside. During the door opening procedure, the inside handle of the door struck the flight attendant on the forearm. The flight attendant was taken to a local hospital in Anchorage, where she was initially diagnosed with a fractured wrist. Her wrist was placed in a temporary splint.</p> <p>On June 23, the Northwest Airlines investigator informed the NTSB IIC that the injured flight attendant had a follow-up examination with her own physician in Minnesota. The physician took additional x-rays of the injured wrist and determined that it was not broken, but had sustained a sprain. The flight attendant continued to have pain, and had a magnetic resonance image (MRI) of her wrist on July 2, 2004, which was normal. The flight attendant did not return to work until July 11, 2004.</p> <p>Northwest Airlines personnel provided a copy of their cabin operating standards, which states, in part: "To prepare cabin door for opening; 1. CSA knocks on door and awaits "thumbs-up" signal from FA (flight attendant). 2. FA gives thumbs-up signal to CSA to indicate that door is disarmed and safe to open. 3. CSA opens cabin door after FA moves hands clear of door." Additional information provided by Northwest Airlines indicated that the door opening procedure precludes a</p>					
FACTUAL REPORT - AVIATION					
					Page 1

National Transportation Safety Board

FACTUAL REPORT
AVIATION



NTSB ID: ANC04IA058

Occurrence Date: 05/31/2004

Occurrence Type: Incident

Narrative (Continued)

second thumbs-up signal unless the CSA knocks a second time.

 National Transportation Safety Board FACTUAL REPORT AVIATION		NTSB ID: ANC04IA058				
		Occurrence Date: 05/31/2004				
		Occurrence Type: Incident				
Landing Facility/Approach Information						
Airport Name Anchorage International		Airport ID: PANC	Airport Elevation 152 Ft. MSL	Runway Used NA	Runway Length	Runway Width
Runway Surface Type:						
Runway Surface Condition:						
Type Instrument Approach: NONE						
VFR Approach/Landing: None						
Aircraft Information						
Aircraft Manufacturer Boeing		Model/Series 757-251		Serial Number 26497		
Airworthiness Certificate(s): Transport						
Landing Gear Type: Retractable - Tricycle						
Homebuilt Aircraft? No		Number of Seats: 199	Certified Max Gross Wt. 220000 LBS		Number of Engines: 2	
Engine Type: Turbo Fan		Engine Manufacturer: Pratt & Whitney		Model/Series: PW2040	Rated Power: 37500 LBS	
- Aircraft Inspection Information						
Type of Last Inspection AAIP		Date of Last Inspection	Time Since Last Inspection Hours		Airframe Total Time Hours	
- Emergency Locator Transmitter (ELT) Information						
ELT Installed? No		ELT Operated?		ELT Aided in Locating Accident Site?		
Owner/Operator Information						
Registered Aircraft Owner Northwest Airlines Inc.		Street Address 5101 Northwest Dr.				
		City St. Paul		State MN	Zip Code 55121	
Operator of Aircraft Same as Reg'd Aircraft Owner		Street Address Same as Reg'd Aircraft Owner				
		City		State	Zip Code	
Operator Does Business As:				Operator Designator Code: NWAA		
- Type of U.S. Certificate(s) Held:						
Air Carrier Operating Certificate(s): Flag Carrier/Domestic						
Operating Certificate:			Operator Certificate:			
Regulation Flight Conducted Under: Part 121: Air Carrier						
Type of Flight Operation Conducted: Scheduled; Domestic; Passenger Only						

 <p>National Transportation Safety Board FACTUAL REPORT AVIATION</p>	NTSB ID: ANC041A058
	Occurrence Date: 05/31/2004
	Occurrence Type: Incident

First Pilot Information

Name On File	City On File	State On File	Date of Birth	Age 55
-----------------	-----------------	------------------	---------------	-----------

Sex: M	Seat Occupied:	Principal Profession: Civilian Pilot	Certificate Number: On File
--------	----------------	--------------------------------------	-----------------------------

Certificate(s): Airline Transport; Flight Instructor; Commercial; Flight Engineer

Airplane Rating(s): Multi-engine Land; Single-engine Land

Rotorcraft/Glider/LTA: None

Instrument Rating(s): Airplane

Instructor Rating(s): Airplane Multi-engine

Type Rating/Endorsement for Accident/Incident Aircraft? Yes	Current Biennial Flight Review?
---	---------------------------------

Medical Cert.: Class 1	Medical Cert. Status: Valid Medical--no waivers/lim.	Date of Last Medical Exam: 12/2003
------------------------	--	------------------------------------

- Flight Time Matrix	All A/C	This Make and Model	Airplane Single Engine	Airplane Multi-Engine	Night	Instrument		Rotorcraft	Glider	Lighter Than Air
						Actual	Simulated			
Total Time										
Pilot In Command(PIC)										
Instructor										
Last 90 Days										
Last 30 Days										
Last 24 Hours										

Seatbelt Used?	Shoulder Harness Used?	Toxicology Performed? No	Second Pilot? Yes
----------------	------------------------	--------------------------	-------------------

Flight Plan/Itinerary

Type of Flight Plan Filed: IFR	
--------------------------------	--

Departure Point MINNEAPOLIS	State MN	Airport Identifier MSP	Departure Time 0850	Time Zone ADT
--------------------------------	-------------	---------------------------	------------------------	------------------

Destination Same as Accident/Incident Location	State	Airport Identifier PANC	
---	-------	----------------------------	--

Type of Clearance: IFR

Type of Airspace: Class C

Weather Information

Source of Briefing:
Unknown

Method of Briefing: Unknown

 <p>National Transportation Safety Board FACTUAL REPORT AVIATION</p>	NTSB ID: ANC04IA058
	Occurrence Date: 05/31/2004
	Occurrence Type: Incident

Weather Information

WOF ID	Observation Time	Time Zone	WOF Elevation	WOF Distance From Accident Site	Direction From Accident Site
PANC	1353	ADT	152 Ft. MSL	NM	Deg. Mag.
Sky/Lowest Cloud Condition: Scattered			6000 Ft. AGL	Condition of Light: Day	
Lowest Ceiling: Overcast			7500 Ft. AGL	Visibility: 10 SM	Altimeter: 29.82 "Hg
Temperature: 12 °C	Dew Point: 6 °C	Wind Direction: 140		Density Altitude: Ft.	
Wind Speed: 13	Gusts: 21	Weather Conditions at Accident Site: Visual Conditions			
Visibility (RVR): Ft.	Visibility (RVV) SM	Intensity of Precipitation:			
Restrictions to Visibility: None					
Type of Precipitation: None					

Accident Information

Aircraft Damage: None	Aircraft Fire: None	Aircraft Explosion: None
-----------------------	---------------------	--------------------------

Classification: U.S. Registered/U.S. Soil

- Injury Summary Matrix	Fatal	Serious	Minor	None	TOTAL
First Pilot				1	1
Second Pilot				1	1
Student Pilot					
Flight Instructor					
Check Pilot					
Flight Engineer					
Cabin Attendants			1	4	5
Other Crew					
Passengers				181	181
- TOTAL ABOARD -			1	187	188
Other Ground					
- GRAND TOTAL -			1	187	188

National Transportation Safety Board

FACTUAL REPORT

AVIATION



NTSB ID: ANC04IA058

Occurrence Date: 05/31/2004

Occurrence Type: Incident

Administrative Information

Investigator-In-Charge (IIC)

Scott Erickson

Additional Persons Participating in This Accident/Incident Investigation:

James Wilkinson
Air Safety Inspector
FAA-AL-ANC FSDO 03
4510 W. International Airport Rd.
Anchorage, AK 99502