

FINAL REPORT

AAIU Synoptic Report No: 2008-002

AAIU File No: 2007/0060

Published: 29/01/2008

In accordance with the provisions of SI 205 of 1997, the Chief Inspector of Air Accidents, on 06 July 2007, appointed Mr. Paddy Judge as the Investigator-in-Charge to carry out a Field Investigation into this Serious Incident and prepare a Synoptic Report.

Aircraft Type and Registration:	ATR 72-202, EI-REE
No. and Type of Engines:	2 x Pratt and Whitney PW124B
Aircraft Serial Number:	342
Year of Manufacture:	1992
Date and Time (UTC):	4 July 2007 @ 08.10 hrs
Location:	Dublin Airport, Stand 9
Type of Flight:	Public Transport Scheduled
Persons on Board:	Crew - 4 Passengers - 36
Injuries:	Crew - 1 Passengers - Nil
Nature of Damage:	None
Commander's Licence:	IRL/ATPL
Commander's Details:	Male, aged 32 years
Commander's Flying Experience:	3,800 hours, of which 3,685 were on type
Notification Source:	Operator
Information Source:	Operator AAIU Investigation

SYNOPSIS

During passenger boarding, in wet and windy conditions, a Cabin Crew Member slipped and fell through the open aft service door. While falling to the ramp, she hit a baggage cart. As a result, she was unconscious for a short period and was afterwards taken to hospital.

FINAL REPORT

1 FACTUAL INFORMATION

1.1 Cabin Crew Member Statement

The Cabin Crew Member (CCM) stated that the weather was windy while boarding passengers by the steps from the ramp. In the middle of boarding, it started to rain. Both aft doors were open and a strong draught blowing through made cabin conditions uncomfortable. The passengers complained about the boarding conditions. During a break in passenger boarding she went to the aft service door to ask the loaders to close the door, but did not see them.

She remembered putting her hand up to the assist handle on the door frame and starting to bend down in order to look out and see where the loaders were. Her right foot slipped on the wet metal sill and she fell. She hit the sill, fell out through the door and struck a baggage trolley. She came to lying on the ground underneath the door and remembered passengers looking down at her. She had not seen the baggage handlers when she looked out from the door but they arrived within seconds. The ambulance also arrived quickly. Following X-Ray and a CT scan, she was diagnosed as having extensive bruising and soft tissue damage.

She stated that some of those aircraft type have a non-slip mat over the stainless steel doorsill, which is of bare metal. She had sometimes seen passengers trip on the sills that were not equipped with this mat.

1.2 Aircraft Information

Passenger baggage is loaded via the aft service door into the cargo containment area (to the right in **Photo No. 1**). Thus, the aft service door is normally left open until all baggage is loaded. The baggage handlers then close the door. The door is about 4 ft from the ground and is not equipped with a slide. The door itself is small and of a low height.



Photo No. 1



Photo No. 2

Aft Service door – (Photographs supplied by Operator's Air Safety Office)

FINAL REPORT

The door jam is equipped with a grab handle, over the door on the left side (marked with a white arrow in **Photo No. 1** above. The floor area is treaded leading to a metal boundary strip that abuts the stainless steel doorsill.

1.3 Weather Information

The weather report (METAR) for Dublin Airport at time 08.00 hrs was wind velocity 240°/16 kts, visibility greater than 10km, some cloud at 700 ft, broken cloud layers at 1,000 ft and 1,500 ft, temperature 14°C, dew point 12°C and a QNH of 1000 hPa. The maximum gust recorded between 08.00 - 09.00 hrs was 28 kts. As can be seen from **Photo No. 1** and **No. 2** above, taken shortly after the incident, the ground was wet except where the baggage trolley was parked.

2 ANALYSIS

As it was raining at the time it is probable that the stainless steel doorstep was wet and consequently slippery. Due to the low height of the door, the CCM would have had to bend down to look out for the loaders. In this crouching position, holding on to the assist handle with her left hand, she stated her right foot slipped. This caused her to lose her balance and would have rotated her to the left causing the injury to her right side when she fell through the door, hit the trolley and subsequently the ground. Due to the size of the door, safety straps are not considered necessary. In addition, such a strap on a small door would impede loading baggage and would therefore not be practical.

Some of the aircraft, when delivered to the operator, were equipped with doorsill, non-slip, mat strips at the aft doors and others were not. The use of non-slip strips does not form part of the manufacturer delivery configuration.

The Operator conducted an investigation of this incident and is installing anti-slip strips on the metal sills of the aft cabin doors.

The incident was reported to the manufacturer who liaised with the European Aviation Safety Agency. Although this was the first reported case of a CCM being injured following a slip, the manufacturer has nevertheless opened a design change (Modification No 05873) that will incorporate an anti-slip strip on its production aircraft. In addition, Service Bulletins (SB ATR42-53-0132 and ATR72-53-1088) are being developed and will be available to operators of in-service aircraft. The Service Bulletins will be available in the first quarter of 2008.

In view of these actions, no Safety Recommendation is considered necessary.

FINAL REPORT

3. CONCLUSIONS

(a) Findings

1. The Cabin Crew Member, while looking out the aft service door, slipped and fell through the door onto the ramp below.
2. In falling, she hit a baggage trolley.
3. The weather was wet and windy.
4. There was no anti-slip protection on the metal doorsill.

(b) Cause

1. The Cabin Crew Member slipped while looking out the aft service door.

(c) Contributory Factors

1. The slippery surface of the metal doorsill.
2. Inclement weather conditions

4. SAFETY RECOMMENDATIONS

This Report does not contain any Safety Recommendations.

- END -