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## Assault on flight attendant and self-evacuation, Boeing 737-500, May 20, 2000

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**Micro-summary:** This Boeing 737-500 experienced an unruly passenger who assaulted a flight attendant and evacuated the aircraft following delays after landing.

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**Event Date:** 2000-05-20 at 2010 CDT


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


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


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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.
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		NTSB ID: MIA00LA169		Aircraft Registration Number: N522SW	
		Occurrence Date: 05/20/2000		Most Critical Injury: Serious	
		Occurrence Type: Accident		Investigated By: NTSB	
Location/Time					
Nearest City/Place NASHVILLE		State TN	Zip Code 37217	Local Time 2010	Time Zone CDT
Airport Proximity: Unknown		Distance From Landing Facility:		Direction From Airport:	
Aircraft Information Summary					
Aircraft Manufacturer Boeing		Model/Series 737-500		Type of Aircraft Airplane	
Sightseeing Flight: No			Air Medical Transport Flight: No		
Narrative					
Brief narrative statement of facts, conditions and circumstances pertinent to the accident/incident:					
<p>On May 19, 2000, about 2010 central daylight time, a Boeing 737-500, N522SW, registered to and operated by Southwest Airlines, Co., as a Title 14 CFR Part 121 scheduled passenger flight, flight number 1857, sustained a serious ground injury to a passenger during a ramp hold due to a weather induced terminal power outage at Nashville International Airport, Nashville, Tennessee. Instrument meteorological conditions prevailed and an instrument flight plan had been filed. The ATP-rated pilot, copilot, and cabin crew, as well as 121 other passengers, were not injured. The flight arrival was about 1 hour into the ramp hold when the mishap occurred.</p> <p>According to the PIC, as the flight cleared the runway after landing, ground control informed the crew of the power outage, and they taxied to an area of the ramp about 100 yards from the terminal to await the arrival of portable airstairs. He shut down engines, started the APU, powered an air conditioning pack for passenger comfort, and informed them of the delay. One of the waiting aircraft crew communicated with company ramp personnel by cell phone and kept the other crews informed of passenger unloading planning via aircraft radio. The PIC continued to relay updated information to his passengers, and requested that the front and a rear-loading door be slightly opened to expedite cabin ventilation.</p> <p>According to the flight attendant stationed at the aft cabin-loading door where the mishap occurred, the passenger left his assigned seat, walked to her location, and told her he needed some air. She directed him to reseat himself three separate times, the third of which he pushed her against the bulkhead, grabbed her hair, opened the slightly ajar door, and jumped to the tarmac. She was able to free herself from his grip and remain aboard. The passenger was observed to begin using his cell phone while wandering around the airport ramp until an airport police cruiser picked him up.</p> <p>According to a Nashville Airport Department of Public Safety report, the passenger was transported to a medical clinic where he was diagnosed with a compound fracture of the left wrist.</p> <p>According to a manager of airport operations for the Nashville International Airport, records show that a lightning strike knocked out the primary feeder of electrical power from the Nashville power company. A secondary terminal power feeder from the power company was rendered inoperative by an automobile accident close to the airport at about the same time frame. The terminal is divided into three zones for backup emergency power distribution, and the main terminal zone that powers the airstairs, lights, and doors for Southwest Airlines could not be powered due to a malfunctioning transfer switch. Airport workers got the switch to operate about 2130, and the transfer switch was replaced by an electrical contractor the next morning.</p>					
FACTUAL REPORT - AVIATION					
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 <b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b>		NTSB ID: MIA00LA169				
		Occurrence Date: 05/20/2000				
		Occurrence Type: Accident				
<b>Landing Facility/Approach Information</b>						
Airport Name		Airport ID:	Airport Elevation Ft. MSL	Runway Used 0	Runway Length	Runway Width
Runway Surface Type:						
Runway Surface Condition:						
Type Instrument Approach:						
VFR Approach/Landing:						
<b>Aircraft Information</b>						
Aircraft Manufacturer Boeing		Model/Series 737-500		Serial Number		
Airworthiness Certificate(s):						
Landing Gear Type:						
Homebuilt Aircraft? No	Number of Seats:	Certified Max Gross Wt.	139000 LBS	Number of Engines:		
Engine Type: Turbo Fan	Engine Manufacturer:	Model/Series:	Rated Power:			
- Aircraft Inspection Information						
Type of Last Inspection Unknown	Date of Last Inspection	Time Since Last Inspection Hours	Airframe Total Time Hours			
- Emergency Locator Transmitter (ELT) Information						
ELT Installed?	ELT Operated?	ELT Aided in Locating Accident Site?				
<b>Owner/Operator Information</b>						
Registered Aircraft Owner		Street Address				
		City	State	Zip Code		
Operator of Aircraft SOUTHWEST AIRLINES CO.		Street Address 2702 LOVE FIELD RD.				
		City DALLAS	State TX	Zip Code 75235		
Operator Does Business As:			Operator Designator Code:			
- 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/Cargo						
FACTUAL REPORT - AVIATION						

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: MIA00LA169	
	Occurrence Date: 05/20/2000	
	Occurrence Type: Accident	

**First Pilot Information**

Name On File	City	State	Date of Birth	Age
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Sex: U	Seat Occupied: Unknown	Principal Profession: Unknown	Certificate Number: On File
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Certificate(s):

Airplane Rating(s):

Rotorcraft/Glider/LTA:

Instrument Rating(s):

Instructor Rating(s):

Type Rating/Endorsement for Accident/Incident Aircraft?	Current Biennial Flight Review?
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Medical Cert.: Unknown	Medical Cert. Status: Unknown	Date of Last Medical Exam:
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- 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?	Second Pilot?
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**Flight Plan/Itinerary**

Type of Flight Plan Filed: IFR

Departure Point Same as Accident/Incident Location	State	Airport Identifier BNA	Departure Time 0000	Time Zone
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Destination	State	Airport Identifier	
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Type of Clearance:

Type of Airspace:

**Weather Information**

Source of Briefing:

Method of Briefing:

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: MIA00LA169
	Occurrence Date: 05/20/2000
	Occurrence Type: Accident

**Weather Information**

WOF ID	Observation Time	Time Zone	WOF Elevation	WOF Distance From Accident Site	Direction From Accident Site
KBN	1953		0 Ft. MSL	0 NM	0 Deg. Mag.
Sky/Lowest Cloud Condition: Scattered			3200 Ft. AGL	Condition of Light: Not Reported	
Lowest Ceiling: Broken		5500 Ft. AGL		Visibility: 1 SM	Altimeter: 30.00 "Hg
Temperature: 17 °C	Dew Point: 16 °C	Wind Direction: 140		Density Altitude: Ft.	
Wind Speed: 10	Gusts:	Weather Conditions at Accident Site: Instrument Conditions			
Visibility (RVR): 0 Ft.	Visibility (RVV) 0 SM	Intensity of Precipitation: Unknown			
Restrictions to Visibility:					
Type of Precipitation:					

**Accident Information**

Aircraft Damage: None	Aircraft Fire: Unknown	Aircraft Explosion: Unknown
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**Classification: Unknown**

- Injury Summary Matrix	Fatal	Serious	Minor	None	TOTAL
First Pilot				1	1
Second Pilot					
Student Pilot					
Flight Instructor					
Check Pilot					
Flight Engineer					
Cabin Attendants					
Other Crew					
Passengers		1			1
- TOTAL ABOARD -		1		1	2
Other Ground	0	0	0		0
- GRAND TOTAL -	0	1	0	1	2

National Transportation Safety Board

**FACTUAL REPORT**

**AVIATION**



NTSB ID: MIA00LA169

Occurrence Date: 05/20/2000

Occurrence Type: Accident

Administrative Information

Investigator-In-Charge (IIC)

ALAN C. STONE

Additional Persons Participating in This Accident/Incident Investigation:

JAMES SMITH  
FAA FSDO  
NASHVILLE, TN 37211