

Flight Crew Analyst Operation Report 33579

Overview:

Event ID: 19491

Title: ASAP - 33553 - Station Issue - Tug Hit AC When Pushing Back
- Aircraft Damage

Employee:

User Name: [REDACTED]

First Name: KEVIN

Last Name: HERMAN

Employee Number: [REDACTED]

Job Title: Captain

Address: [REDACTED]

City: [REDACTED]

State: Ohio

Zip Code: [REDACTED]

Country: United States

Email Address: [REDACTED]

Home Phone Number: [REDACTED]

Other Employees:

Employee Duty: Pilot

Employee Number: [REDACTED]

First Name: KEISUKE

Last Name: UEDA

Processing:

Status: Open

**Can a deidentified version of this report be published in
internal airline safety publications?:** No

ID: [REDACTED]

Aware Date/Time: Sat, 01 Dec 2018 00:15 Z

Date/Time When Event Occurred: Sat, 01 Dec 2018 00:15 Z

Viewer Accessible: Yes

Initial Notification Date/Time: Sun, 02 Dec 2018 16:03 Z

Submission Date/Time: Sun, 02 Dec 2018 22:50 Z

Source: Web Submission

Form Name: submission-form

Create both an ASAP and Incident report?: No

Exclude this report from Scoreboard: No

Event: 1

Baseline Risk Assessment

Likelihood:

Severity:

Risk Factor:**Description****ATC Information:****ATC Radio Frequency (MHz):** 129.22**Name of ATC Facility:** Ramp**Aircraft Configuration:****Nickname:** N202PS**Tail Number:** N202PS**Aircraft Type:** CRJ-200**Aircraft Damage/Encounter:****Aircraft Damage/Encounter:** Yes**Flight Crew Employee Information:****Primary Duties During Time of Event:** Pilot**Flight Information:****Departure Airport, Runway and Gate:** KLGA/LGA - C3**Flight Number:** 5541**Time of Day:** Night**Scheduled Arrival Airport, Runway and Gate:** KCAK/CAK**Landing Airport, Runway and Gate:** KCAK/CAK**Flight Status after Event:****Flight Interruption:** Yes**Narrative:**

Communication with the ground crew established and I had visual with the ground crew. Tron driver headset could receive but not transmit. I discussed the need to crossbreed start and his head nodded with confirmed understanding. We started Right engine. Ground power and the air was disconnected and FO called for the push, instructed to push to spot 3 (top of the alley) after traffic cleared. The delayed push had some jerking tendency which can be common and not unusual with a push. During the transition to spot 3 a fuel imbalance was increasing (power fuel crossflow deferred) and requested from Tron driver to start Left, this was approved with a start Left signal. I advanced Right and started Left engine. After starter cutout thrust retarded to idle, two engines stabilized. The Tron was halfway up the alley.

We felt the aircraft subsequently bump, similar to a non-smooth, more abrupt stop by some tug drivers. The spotter off the left front signaled to stop, brakes were applied and parking brake set. The spotter signaled to stop engines which were stopped. The Tron was still attached with driver position rested under service door. Aircraft sustained damage.

Phase of Flight:**Flight Phase at Start of Event:** Engine Start/Pushback

Station Ops Complications-Operations:**Station Ops Complications-Operations:** Yes**Weather:****Meteorological Conditions:** VMC**Cause****Individual Factors:****Operational Time Pressure, Delays, Push for On Time****Performance:** Yes**Narrative:**

Aircraft under ramp tow control. Cause not determined.

Detection**How Event Detected:****Flight Crew:** Yes**Gate/Ground Personnel:** Yes**Self Awareness/Scan:** Yes**Narrative:**

Side motion of Tron caused a firm bump of the aircraft.

When Event Detected:**Pushback/Tow:** Yes**Reaction****Flight Crew:****Contacted Company:** Yes**Contacted Maintenance:** Yes**Contacted Operations:** Yes**Flight Status after Event:****Flight Cancellation:** Yes**Narrative:**

After aircraft stopped and engine shutdown worked to ascertain aircraft condition while on active ramp alley area. Contacted Company. Observed passengers and verified no passenger injury. Exited aircraft to provide information to maintenance, dispatch, operational control. Requested transportation for passenger back to the terminal. Provided communication support to maintenance and Chief Pilots office as requested.

Suggestions**Narrative:**

Communication is paramount and better communication is required. This was the final leg of a 4 leg day to which schedule, weather and aircraft operations with multiple MEL deferrals impacted operations. As Captain, the lessons learned and correction I need to make are:
*Avoid pressure to push beyond what can reasonably be controlled

to stay on schedule. Hurrying operations can lead to not following all company guidance.

*Insist on fully working headset with ground crew in a congested airport environment. Had Tron driver headset transmit function worked I'm positive my crew would have recognized and stopped any abnormal Tron operation promptly before any damage occurred.

*Better communicate with my crew and ramp control. Always pause with processes that are infrequently used such as air starts and crossbreed start with power crossflow deferred.

*Be aware of the possibility of fatigue when operating on the final legs of a day with multiple deferrals and at night.

*Continue to work hard to keep dispatch and the chief pilot in the loop all day, constant vigilance is needed to maintain a safe, on-time operation.

*Consider requesting special operational discussion during AQP and recurrent for this multiple deferrals condition and best practices methods to manage in line operations.

*Even when the aircraft is being pushed back and operated by ground personnel, not moving under its own power for the purpose of flight, heightened awareness must be maintained for the possible irregular operations.

WARNING: The information in this document may be protected from disclosure under 49 U.S.C., section 40123 and 14 CFR part 193.

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