



**NTSB** National Transportation Safety Board

*Office of Aviation Safety*

# **American Airlines Flight 1400 St. Louis, Missouri**

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Human Factors



# Checklist Interruption

- Task allocation
  - Facilitated interruption and distraction
- Workload increased
  - Systems failures
  - Time compression
- Pilot response
  - Shed tasks and rushed
  - Off-duty pilot

# Training for Emergency Situations

- Cascading failures
  - Higher workload
- NASA research
  - Attention and memory errors
  - Realistic interruptions in training
- Multiple emergency training
  - Must be carefully designed

# Evacuation Preparedness

- Airplane stopped away from gate
  - Not configured for evacuation
  - Unusable exits
- Desired crew actions
  - Information exchange (exits and conditions)
- New procedure
  - Configure airplane
  - Maintain readiness for evacuation

# Pilot-Cabin Crew Communications

- Information not exchanged
- FAA guidance dated
  - 20 years old
- Include industry knowledge
  - Research
  - Lessons learned from events



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