

3/14/2024

FOR YOUR INFORMATION

2024-48/3-9

2081490

To: Boeing Commercial Airplane Company

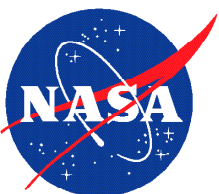
Info: FAA (AVP-1, AVP-200, AFS-200, AFS-260, AFS-900, AFS-100, SEA-AEG, ANM-100, AIR-720, AIR-780), A4A, ALPA, AMFA, ASAP, ATSG, CAPA, IAM, IATA, IBT, ICAO, ICASS, NTSB, PAMA, SWAPA, TWU

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: B777 Galley Floor Integrity

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 2081490

DATE / TIME

| | |
|--------------------|--------------|
| Date of Occurrence | 202401 |
| Local Time Of Day | 0601 to 1200 |

PLACE

| | |
|--------|-------------|
| Locale | ZZZ.Airport |
| State | US |

AIRCRAFT / EQUIPMENT X

| | |
|--------------------------|----------|
| Make Model Name | B777-200 |
| Operating Under FAR Part | 121 |

COMPONENT 1

| | |
|--------------------|---------------------|
| Aircraft Component | Aircraft Furnishing |
|--------------------|---------------------|

PERSON 1

| | |
|-----------------------------|----------------------------|
| Function - Flight Attendant | Flight Attendant (On Duty) |
| ASRS Report Number | 2081490 |

EVENTS

| | |
|-------------------|---|
| Anomaly | Aircraft Equipment Problem - Less Severe |
| Anomaly | Flight Deck / Cabin / Aircraft Event - Illness / Injury |
| Detector - Person | Flight Attendant |
| Result - General | Physical Injury / Incapacitation |

NARRATIVE 1

My entire cart fell over its side, crushing my toe, because the galley floor is bubbled up. It's common knowledge about these floors that need to be maintained/replaced/repared on the B777 and on multiple wide body planes this is the same issue. Just on this flight today my crew named 4 other flight attendants they knew that this same incident had happened to. In their stories mostly the #2 being injured as they are on the cart by themself back there. I would be curious if you pull injury reports pertaining to 777 and/or 787 galley floors what would be found. As well as maintenance write ups and flight attendant reports. As the #2 I mostly set up the galley, so procedure is Flight Attendant (FA) 3 and 6 and 7 and 8 have carts in each aisle together. The 2 (me) is on a cart alone, going partially up aircraft right aisle from back, back to the galley, then partway up aircraft left aisle, a "horse shoe" to help. When I pulled back from aircraft right to go up aircraft left aisle, I backed into the galley with the cart and tried to avoid this bulge, but the cart wheel caught it at an angle (not wheel straight back) causing the top heavy beverage cart full of sodas etc, to tip over and crash to the ground. I tried to catch it but it was way too heavy. It came down on my toe. I'm now out waiting for my appointment for an x-ray tomorrow to see if my toe/foot is broken.

If the company would properly maintain their aircraft and not create a hazardous working environment for crew in neglecting to do so. This could also jeopardize passenger safety as they pass through the galley, or heaven forbid if someone tripped in an evacuation. I don't think procedure is wrong, I feel it's safe to be on the cart by yourself if you have a level surface to work on. Just if someone else was on the other side in this instance MAYBE they could have helped catch it, but they're incredibly heavy so very likely not. We shouldn't have to speculate about catching carts working in unsafe conditions. Turbulence happens, but this was completely avoidable.

SYNOPSIS

B777 Flight Attendant reported receiving an injury after a service cart had fallen over due to a damaged galley floor that had "bubbled up".