



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

800 Independence Avenue, S.W.,  
Washington, D.C. 20591

March 18, 2022

Jason Leopold

Redacted

### **Freedom of Information Act (FOIA) request 2022-03645**

Dear Mr. Leopold:

This letter is in response to your request under FOIA, 5 U.S.C. 552. You are requesting a copy of the following documents (or documents containing the following information) be provided to you:

*Records constituting formal investigations, substantiated hotline complaints, after action reports, emails, memos, relating or referring to incidents on commercial aircrafts involving passengers who were not in compliance with Covid-19 protocols.*

A search was conducted of the Office of Audit and Evaluation (AAE) FAA Hotline Information System (FHIS) files. The search revealed one hundred and forty-eight (148) pages that pertain to your specific request which will be released to you. Your request has been partially denied because portions of the enclosed documents containing names, telephone numbers, titles and identifying information about private individuals have been redacted and are being withheld from disclosure. One hundred and thirty-three (133) of the 148 pages have been redacted under Exemption 6 of the FOIA. Exemption 6 of the FOIA protects information in personnel, media, or similar files, the disclosure of which would “constitute a clearly unwarranted invasion of privacy. There is no discernible public interest in this information.

The FAA’s Office of General Counsel has also been assigned to your FOIA request and will respond to your request separately.

The undersigned is responsible for this partial denial. You may request reconsideration of this determination by writing the Assistant Administrator for Finance and Management (AFN-1), Federal Aviation Administration, 800 Independence Avenue, SW, Washington, DC 20591 or through electronic mail at: [FOIA-Appeals@faa.gov](mailto:FOIA-Appeals@faa.gov). Your request for reconsideration must be made in writing within 90 days from the date that the initial determination was made, and must include all information and arguments relied upon. Your appeal must also state that it is an “appeal” from the above-described partial denial of a request made under the FOIA and include your assigned FOIA control number. The envelope containing the appeal should be marked “FOIA.”

You also have the right to seek dispute resolution services from the FAA FOIA Public Liaison via phone (202-267-7799) or email ([7-AWA-ARC-FOIA@faa.gov](mailto:7-AWA-ARC-FOIA@faa.gov)) noting FOIA Public Liaison in the Subject or the Office of Government Information Services (<https://ogis.archives.gov>) via phone (202-741-5770/toll-free--1-877-684-6448; fax--202-741-5769); or email ([ogis@nara.gov](mailto:ogis@nara.gov)).

Processing your request by this office cost less than \$20; therefore, no fees will be assessed.

Sincerely,

A handwritten signature in blue ink, appearing to read "H. Clayton Foushee". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

H. Clayton Foushee  
Director

Enclosures

Hotline Number	Open Date	Close Date	Status	Disposition	Summary
FHIS-0052877	Jan 13, 2022	Feb 17, 2022	Closed	Declined	Reporter, who is anonymous, demanded the FAA take action and respond to Leigh Dundas' letter regarding vaccine mandates for airline personnel and consumers.
FHIS-0053369	Jan 31, 2022	Jan 31, 2022	Closed	Declined	The passenger sitting <b>(ex. 6)</b> on <b>(ex. 6)</b> flight from Austin, TX to Miami, FL yesterday refused to wear <b>(ex. 6)</b> mask.
FHIS-0053420	Feb 2, 2022	Feb 3, 2022	Closed	Declined	American Airlines crew on Flight#AA2464 from ORD to LAS failed to handle <b>(ex. 6)</b> passengers seated in <b>(ex. 6)</b> who occupied the <b>(ex. 6)</b> , and who expressly refused to wear masks for the entire duration of the 4 hour flight.

FHIS-0053485	Feb 5, 2022	Feb 7, 2022	Closed	Declined	Pilot <b>(ex. 6)</b> sat in a crowded waiting area for more than hour without wearing a face mask. <b>(ex. 6)</b> was on the phone much of the time discussing <b>(ex. 6)</b>
FHIS-0053494	Feb 5, 2022	Feb 7, 2022	Closed	Declined	Pilot and <b>(ex. 6)</b> discouraged mask wearing on this commercial tour of mixed households. Said that the masks would interfere with the microphones.
FHIS-0053504	Feb 6, 2022	Feb 7, 2022	Closed	Declined	Passenger was not wearing mask over nose.
FHIS-0053486	Feb 5, 2022	Feb 7, 2022	Closed	Declined	On the flight, flight attendants said the mask mandate would be enforced, but <b>(ex. 6)</b> pulled down <b>(ex. 6)</b> mask and nothing was done.

FHIS-0053507	Feb 6, 2022	Feb 7, 2022	Closed	Declined	American Airlines pilot sitting in a crowded waiting area for more than an hour without wearing a face mask. <b>(ex. 6)</b> was <b>(ex. 6)</b> at the time. <b>(ex. 6)</b> was speaking very loudly on a personal phone call <b>(ex. 6)</b>
FHIS-0053518	Feb 7, 2022		Pending		Passenger is concerned about pilots wearing masks and their oxygen levels
FHIS-0053525	Feb 7, 2022	Feb 7, 2022	Closed	Declined	When we finally took off, it was clear that more than 50% of the passengers were not wearing their masks properly.
FHIS-0053546	Feb 7, 2022	Feb 8, 2022	Closed	Declined	A disturbingly large number of passengers and airport employees at MCO are not wearing masks at all with no employees seeming to care about properly enforcing the mandate
FHIS-0053684	Feb 13, 2022	Feb 14, 2022	Closed	Declined	Federal mask regulations were completely disregarded on Southwest flight 3288 from Phoenix to Portland OR.

FHIS-0053689	Feb 14, 2022	Feb 14, 2022	Closed	Declined	(ex. 6) flight UA 2195 from SFO to EUG and witnessed (ex. 6) repeatedly pulling (ex. 6) masks down/ off, being argumentative with the flight attendants when asked to replace (ex. 6) masks/ wear them properly and then carry on to demean the flight attend
FHIS-0053694	Feb 14, 2022	Feb 14, 2022	Closed	Declined	change fees due to COVID on Foreign Carrier
FHIS-0053795	Feb 18, 2022	Feb 22, 2022	Closed	Declined	The airline allowed multiple individuals to board and fly without masks. They flew the entire flight without a mask. They were not eating or drinking.
FHIS-0053830	Feb 21, 2022	Feb 22, 2022	Closed	Declined	Passenger has consistently disobeyed mask mandates on flights and has endangered (ex. 6)

FHIS-0053852	Feb 22, 2022	Feb 22, 2022	Closed	Declined	During the 2/21 flight of DL2358 from DTW-DEN, <b>(ex. 6)</b> seated <b>(ex. 6)</b> While the aircraft was on an active taxiway, <b>(ex. 6)</b> observed a passenger <b>(ex. 6)</b> seat make <b>(ex. 6)</b> way - without any face-covering
FHIS-0020011	Apr 26, 2020	Apr 28, 2020	Closed	Declined	A passenger would like to know why everyone on a plane is not required to wear a mask.
FHIS-0020286	May 14, 2020	May 15, 2020	Closed	Declined	Passenger reporting that The State of Hawaii is attempting to enforce 14 day quarantines and/or mandatory COVID-19 testing on inbound travelers from the mainland. <b>(ex. 6)</b> contends this is only to get re-elected and is about a pandemic that does not exist.
FHIS-0022386	Sep 2, 2020	Sep 2, 2020	Closed	Declined	The face mask policy was not enforced on either of <b>(ex. 6)</b> flights. The outgoing flight 645 on 8/29/20 or the returning flight 646 on 9/1/20.

FHIS-0022479	Sep 8, 2020	Sep 8, 2020	Closed	Declined	A passenger has video footage of this occurring. Later during the flight, all <b>(ex. 6)</b> flight attendants sat in the back row right behind <b>(ex. 6)</b> took <b>(ex. 6)</b> masks off and gossiped about which Allegiant flight attendants caught COVID from a flight
FHIS-0022492	Sep 8, 2020	Sep 9, 2020	Closed	Declined	ALL flight attendants should be required to wear masks ALWAYS, especially when speaking. Incredulous you people dont act on this considering all the medical reports which have been widely publicized. (COVID-19)
FHIS-0022516	Sep 9, 2020	Sep 10, 2020	Closed	Declined	American Airlines pilot <b>(ex. 6)</b> on American Airlines was not wearing <b>(ex. 6)</b> mask properly and the flight attendants did not address the infraction.
FHIS-0022562	Sep 11, 2020	Sep 11, 2020	Closed	Declined	A repeat anonymous hearsay input that an <b>(ex. 6)</b> pilot is desirous of intentionally spreading the coronavirus



FHIS-0022591	Sep 13, 2020	Sep 14, 2020	Closed	Declined	United Airlines flight jam packed. Elbow to elbow with strangers. Why is this airline allowed to put customers in close contact with people from all over the world?
FHIS-0022692	Sep 17, 2020	Sep 18, 2020	Closed	Declined	American airlines is not minimizing how many people they seat on a plane. (COVID-19)
FHIS-0022790	Sep 22, 2020	Sep 22, 2020	Closed	Declined	Re: COVID Hotlines - Extensions ?
FHIS-0022824	Sep 24, 2020	Sep 24, 2020	Closed	Declined	Allegiant air refused a passenger boarding due to not wearing a mask properly
FHIS-0023567	Sep 28, 2020	Sep 28, 2020	Closed	Referred	United compromised the health and safety of everyone on board by not having ventilation running
FHIS-0024127	Sep 29, 2020	Sep 29, 2020	Closed	Declined	The flight crew did not enforce the wearing of masks while on the flight. The walked by a passenger not wearing a face mask several times after making the announce they wear required.

FHIS-0024359	Sep 29, 2020	Dec 10, 2020	Closed	Declined	A repeat anonymous hearsay input that an <b>(ex. 6)</b> pilot is desirous of intentionally spreading the coronavirus
FHIS-0026544	Oct 2, 2020	Oct 5, 2020	Closed	Declined	American Airlines has not adopted a safe culture for flying during this pandemic. The safety matters they announce at the beginning of the flight and have on their website appear to be marketing propaganda.
FHIS-0027438	Oct 3, 2020	Oct 5, 2020	Closed	Declined	A passenger on United Airlines was coughing throughout the flight. (COVID-19)
FHIS-0027554	Oct 3, 2020	Oct 5, 2020	Closed	Declined	A passenger on United Airlines was coughing throughout the flight.
FHIS-0028425	Oct 5, 2020	Oct 5, 2020	Closed	Declined	I was aghast and appalled to find that the airline had booked nearly every seat on the plane, including the seats <b>(ex. 6)</b> , while we are still in the middle of a pandemic.

FHIS-0028742	Oct 5, 2020	Oct 7, 2020	Closed	Declined	AAR Corporation has had 2 Covid-19 cases in 10days but is not informing employees or requiring testing or the wearing of masks.
FHIS-0028784	Oct 5, 2020	Oct 5, 2020	Closed	Declined	A Pilot has also (ex. 6) on multiple occasions, (ex. 6) being involved in the drugs dating all the way back to the (ex. 6)
FHIS-0030934	Oct 8, 2020	Oct 8, 2020	Closed	Declined	American Airlines FA reporting that when wearing masks they cannot detect any dangerous smoke or fumes.
FHIS-0031630	Oct 9, 2020	Oct 9, 2020	Closed	Declined	The waiting area at the American Airlines gate was so crowded that social distancing was impossible, putting (ex. 6) at great risk of covid infection.

FHIS-0031759	Oct 9, 2020	Oct 14, 2020	Closed	Declined	Crew allowed passengers to line up in aisle for deplaning without regard to social distancing. (COVID-19)
FHIS-0033982	Oct 12, 2020	Oct 13, 2020	Closed	Declined	Frontier pilots not wearing masks; when asked they said they will have the door shut. (COVID-19)
FHIS-0034626	Oct 13, 2020	Oct 13, 2020	Closed	Declined	People are sitting packed for an hour inside the plane on the ground without proper ventilation. This absolutely unsafe during Covid-19.
FHIS-0036343	Oct 15, 2020	Oct 16, 2020	Closed	Declined	<b>(ex. 6)</b> /passenger upset at American for filling the aircraft and not screening passengers for COVID and sitting <b>(ex, 6)</b> next to a coughing passenger <b>(ex. 6)</b> .
FHIS-0036800	Oct 16, 2020	Oct 16, 2020	Closed	Declined	Flight Attendant concerned about breathing through masks at a cabin altitude of 8000 feet.
FHIS-0037256	Oct 17, 2020	Oct 19, 2020	Closed	Declined	Hawaii County started a new COVID test program and on the 15th they held hundreds of passengers up to four hours after deplaning.

FHIS-0037561	Oct 17, 2020	Dec 10, 2020	Closed	Declined	Several people within the two rows in <b>(ex. 6)</b> , once boarding the plane, removed <b>(ex. 6)</b> face coverings and did not wear them for the entirety of the flight. The flight attendants onboard did not say anything to <b>(ex. 6)</b> .
FHIS-0039223	Oct 20, 2020	Oct 20, 2020	Closed	Declined	If the FAA requires masks, why doesn't Trump have to wear one? If this is relevant to a different department, please forward. Same rules should apply to everyone.
FHIS-0039229	Oct 20, 2020	Oct 21, 2020	Closed	Declined	Frontier flight attendants did not ensure everyone's masks were on. It was a packed flight with no extra seats. (COVID-19)
FHIS-0039282	Oct 23, 2020	Oct 23, 2020	Closed	Declined	NUMEROUS people on the flight did not have their masks over their mouth and nose throughout the flight.

FHIS-0039316	Oct 24, 2020	Oct 26, 2020	Closed	Declined	SkyWest is requiring reserve pilots to report prior to <b>(ex. 6)</b> RAP by doing a COVID19 assessment, making FAR 117 unable to be enforced correctly resulting in fatigue and violating an FAR.
FHIS-0039340	Oct 26, 2020	Oct 27, 2020	Closed	Referred	Member of the public with questions about FAA policy on wearing of masks during flights.
FHIS-0039439	Oct 31, 2020	Nov 2, 2020	Closed	Declined	The flight did not receive ESS disinfectant because the <b>(ex. 6)</b> employees just faked the spraying motion with a non operational ESS. <b>(ex. 6)</b> forgot the battery and did not want to go get it.
FHIS-0039514	Nov 4, 2020	Nov 4, 2020	Closed	Declined	The flight crew did not seem to care if the passengers wore their REQUIRED masks in accordance with the airline standards.
FHIS-0039736	Nov 16, 2020	Nov 16, 2020	Closed	Declined	The passengers in <b>(ex. 6)</b> in <b>(ex. 6)</b> refused to wear masks during the entire flight.

FHIS-0039940	Nov 25, 2020	Nov 25, 2020	Closed	Declined	Passenger found <b>(ex. 6)</b> flight attendants without masks in the gate area, then complained to <b>(ex. 6)</b> in flight, and was arrested upon landing.
FHIS-0039982	Nov 29, 2020	Nov 30, 2020	Closed	Declined	Passenger on AA flight refused to wear mask for most of the flight and the flight attendants failed to enforce the requirements.
FHIS-0040044	Dec 2, 2020	Dec 4, 2020	Closed	Declined	Passenger upset that United Airlines is selling <b>(ex. 6)</b> seats and also allowed a passenger <b>(ex. 6)</b> to remain on the flight when <b>(ex. 6)</b> would not wear a mask and was causing a disturbance.
FHIS-0040093	Dec 4, 2020	Dec 4, 2020	Closed	Declined	As flight attendants, <b>(ex. 6)</b> continue to constantly see mask non-compliance and blatant disregard for crew instructions.
FHIS-0040099	Dec 4, 2020	Dec 10, 2020	Closed	Declined	United passenger upset at the Flight attendants for not enforcing the mask policy.

FHIS-0040204	Dec 10, 2020	Dec 10, 2020	Closed	Declined	Many passengers on this flight witnessed a <b>(ex. 6)</b> who refused to wear a face mask and the flight attendant approached <b>(ex. 6)</b>
FHIS-0040223	Dec 11, 2020	Dec 11, 2020	Closed	Declined	Passenger's <b>(ex. 6)</b> reporting that KLM does not enforce COVID rules during flight.
FHIS-0040331	Dec 18, 2020	Dec 18, 2020	Closed	Declined	The airplane is overcrowded. <b>(ex. 6)</b> sitting in <b>(ex. 6)</b> There is a person <b>(ex. 6)</b> of <b>(ex. 6)</b> in <b>(ex. 6)</b> and a person <b>(ex. 6)</b>
FHIS-0040412	Dec 22, 2020	Dec 22, 2020	Closed	Declined	United Flight Attendant complaining that the FAA is allowing FAs to sit together in the jump seat and wants that rule rescinded.
FHIS-0040421	Dec 23, 2020	Dec 23, 2020	Closed	Declined	Anonymous submission that a child flew on an undetermined flight with COVID-19 diagnosis.
FHIS-0040431	Dec 23, 2020	Dec 28, 2020	Closed	Declined	Several people on <b>(ex. 6)</b> flight including the row in <b>(ex. 6)</b> refused to wear masks before and during <b>(ex. 6)</b> flight. The staff was notified and asked <b>(ex. 6)</b> twice to wear <b>(ex. 6)</b> masks.



FHIS-0040441	Dec 24, 2020	Dec 29, 2020	Closed	Declined	Passenger who tested positive for COVID is planning to fly before <b>(ex. 6)</b> has completed the quarantine period.
FHIS-0040549	Dec 31, 2020	Dec 31, 2020	Closed	Declined	Passenger reporting that Hawaiian Airlines is not enforcing mask wearing.
FHIS-0040554	Jan 1, 2021	Jan 3, 2021	Closed	Declined	Anonymous report that United Airlines is not following CDC guidelines regarding social distancing, as every seat was full.
FHIS-0040555	Jan 1, 2021	Jan 4, 2021	Closed	Declined	Southwest airlines allowed a visibly sick person on the plane, and passenger believes that is how they contracted COVID-19.
FHIS-0040560	Jan 1, 2021	Jan 3, 2021	Closed	Declined	Anonymous report that a passenger who has tested positive for COVID-19 is planning on flying on January 3, 2021, to Raleigh, NC.
FHIS-0040609	Jan 4, 2021	Jan 5, 2021	Closed	Declined	Once we finally got to board, the plane was almost at full capacity with no regards to social distance.

FHIS-0040612	Jan 4, 2021	Jan 5, 2021	Closed	Declined	The reason <b>(ex. 6)</b> believe that <b>(ex. 6)</b> should NOT have been charged this was the fact that <b>(ex. 6)</b> would have been turned away at the gate for a fever/vomitting <b>(ex. 6)</b> exhibited the morning on 11/29/2020 of <b>(ex. 6)</b> original departure.
FHIS-0040641	Jan 5, 2021	Jan 8, 2021	Closed	Declined	Lack of Social Distancing and selling of all seats shoulder to shoulder on American Airlines. This is against the Federal CDC Guidelines/Regulations on social distancing.
FHIS-0040655	Jan 6, 2021	Jan 6, 2021	Closed	Declined	My American Airlines flight did not practice social distancing on board the aircraft. It was completely unsafe to fly with them, as the inside of the aircraft was crowded with hundreds of people-Many less than <b>(ex. 6)</b>
FHIS-0040723	Jan 8, 2021	Jan 11, 2021	Closed	Declined	American Airline Cargo Facilities At Tulsa lack an apparent precautionary approach to COVID-19

FHIS-0040726	Jan 9, 2021	Jan 11, 2021	Closed	Declined	Flight attendants on Aeroflot did not remind the people about wearing masks properly. Some People were Wearing mask under their nose the whole flight.
FHIS-0040730	Jan 9, 2021	Jan 11, 2021	Closed	Declined	Delta Airline is not following social distancing guidelines. Passengers are being seated next to each other with out any spacing
FHIS-0040738	Jan 9, 2021	Jan 11, 2021	Closed	Declined	Poor customer service on Spirit Airlines beginning with a mask dispute and ending when the passenger was removed from the flight after asking for the flight attendant's name.
FHIS-0040746	Jan 10, 2021	Jan 11, 2021	Closed	Declined	<b>(ex. 6)</b> was seated next to a passenger on American Airlines who refused to properly wear a mask. <b>(ex. 6)</b> has now developed covid-19.

FHIS-0040752	Jan 10, 2021	Jan 11, 2021	Closed	Declined	Passenger who fell into <b>(ex.6)</b> seat while getting to the <b>(ex. 6)</b> seat is alleging that the aisles are too small, the aircraft is old, and Spirit is not social distancing it's passengers. <b>(ex. 6)</b> want's to be compensated.
FHIS-0040793	Jan 12, 2021	Jan 12, 2021	Closed	Declined	On December 27th, <b>(ex. 6)</b> onboard a Southwest Airlines flight that had <b>(ex. 6)</b> flight attendants who did not wear masks.
FHIS-0040877	Jan 15, 2021	Jan 19, 2021	Closed	Declined	Passenger on flight removed mask to give <b>(ex. 6)</b> a facial and recorded it. <b>(ex. 6)</b>
FHIS-0040882	Jan 16, 2021	Jan 19, 2021	Closed	Declined	Flight seating actively ignoring recommendations to space seating and socially distance passengers from different <b>(ex. 6)</b> . <b>(ex. 6)</b> were seated in row with a person not in <b>(ex. 6)</b> on Frontier Airlines

FHIS-0040884	Jan 16, 2021	Jan 17, 2021	Closed	Declined	Xtra Airways' <b>(ex. 6)</b> class is being held at <b>(ex. 6)</b> in Euless DFW West. No one in the classroom nor any upper management people who are visiting the class wear mask.
FHIS-0040890	Jan 17, 2021	Jan 19, 2021	Closed	Declined	COVID related mask wear is not mandatory in the cockpit. Typically the <b>(ex. 6)</b> is endangered by <b>(ex. 6)</b> behavior. What is needed is a policy mandating proper masking while in the presence of others.
FHIS-0040905	Jan 18, 2021	Jan 19, 2021	Closed	Declined	Passenger on Southwest Airlines upset that there was no social distancing on the aircraft.
FHIS-0040966	Jan 21, 2021	Feb 3, 2021	Closed	Referred	My flight was overbooked and the airline was unwilling to provide COV19 safety measures.
FHIS-0040970	Jan 21, 2021	Jan 22, 2021	Closed	Declined	Anonymous report that an unnamed <b>(ex. 6)</b> at Liberty University AVMT, who got covid still goes to school. Not wearing mask.

FHIS-0041128	Jan 29, 2021	Feb 1, 2021	Closed	Declined	Jet Blue is selling middle seats and risking passenger lives during pandemic.
FHIS-0041233	Feb 2, 2021	Feb 3, 2021	Closed	Referred	Flight attendants were not enforcing the mask policy. There was a row of <b>(ex. 6)</b> sitting in the <b>(ex. 6)</b> at the back of the plane who refused to keep <b>(ex. 6)</b> masks on. The flight attendant asked <b>(ex. 6)</b> to keep it on saying that <b>(ex. 6)</b> wishes <b>(ex. 6)</b> didn't have to either.
FHIS-0041446	Feb 11, 2021	Feb 12, 2021	Closed	Referred	<b>(ex. 6)</b> TWA employee was breaking the Covid rules when traveling to Washington and then to go skiing in Colorado.
FHIS-0041529	Feb 16, 2021	Feb 17, 2021	Closed	Declined	Alaska Airlines staff allowed passengers <b>(ex. 6)</b> to ride without face covering masks despite <b>(ex. 6)</b> complaints that <b>(ex. 6)</b> wear <b>(ex. 6)</b> masks. This made <b>(ex. 6)</b> very uncomfortable as <b>(ex. 6)</b> in a high risk Covid group.

FHIS-0041545	Feb 17, 2021	Feb 17, 2021	Closed	Declined	United Airlines now instructs the Flight Attendants to leave mask on even for onboard announcements. This makes the safety demonstration, seatbelt announcements muffled and not clear.
FHIS-0041588	Feb 18, 2021	Feb 19, 2021	Closed	Declined	The flight was packed rows 1-39 both sides I know because <b>(ex. 6)</b> There was lots of coughing and violations of people keeping their mask on. During a time when covid is at a peak I think the airlines should be more responsible.
FHIS-0041696	Feb 23, 2021	Feb 23, 2021	Closed	Referred	We had a passenger removed for repeated refusal to comply with the onboard mask policy. <b>(ex. 6)</b> was verbally abusive and <b>(ex. 6)</b> refused to comply with crew member instructions from <b>(ex. 6)</b> different cabin crew members.

FHIS-0041758	Feb 25, 2021	Mar 3, 2021	Closed	Referred	On a Southwest flight from BNA to FLL. There was a very large group of <b>(ex. 6)</b> in a <b>(ex. 6)</b> party. <b>(ex. 6)</b> WORE A MASK and the flight attendants did nothing about it.
FHIS-0041776	Feb 26, 2021	Feb 26, 2021	Closed	Referred	The reporter is concerned United Airlines is not enforcing its rule that requires to wear a mask on flights.
FHIS-0041797	Feb 27, 2021	Mar 3, 2021	Closed	Referred	Consistent and willful disregard for the new federal mask property including supervisors refusing to wear mask while on planes loading and in the Everts Air Cargo warehouse where the FAA regulations are posted on every door.



FHIS-0041831	Feb 28, 2021	Mar 1, 2021	Closed	Declined	The mask requirement was ignored by at least 20 % of the passengers. More disturbing, however, the crew did not ask passengers to put mask on even though they warned everyone before take off that there was a federal mandate
FHIS-0041849	Mar 1, 2021	Mar 1, 2021	Closed	Declined	There were numerous passengers seated ( <b>ex. 6</b> ) who were wearing ( <b>ex. 6</b> ) masks below ( <b>ex. 6</b> ) noses for the majority of the flight.
FHIS-0041901	Mar 3, 2021	Mar 3, 2021	Closed	Referred	United Airlines flight attendant refused to wear a mask, despite United Airlines policy, and Executive Orders to do. In asking a flight attendant to wear a mask, ( <b>ex. 6</b> ) lied and said that ( <b>ex. 6</b> ) neck gaiter was a mask.
FHIS-0041933	Mar 4, 2021	Mar 5, 2021	Closed	Referred	Spirit passenger reporting multiple passengers in clear view of the crew without their noses and/or mouths covered.

FHIS-0042062	Mar 10, 2021	Mar 11, 2021	Closed	Referred	Passenger upset that Allegiant Airlines is booking their aircraft to full capacity.
FHIS-0042073	Mar 10, 2021	Mar 11, 2021	Closed	Referred	Southwest Airlines passenger states that passengers were not wearing masks properly. When <b>(ex. 6)</b> asked FA to enforce the rule, <b>(ex. 6)</b> got upset and had security meet the aircraft to meet <b>(ex. 6)</b> on the tarmac.
FHIS-0042099	Mar 11, 2021	Mar 12, 2021	Closed	Referred	Passenger claiming that lav was dirty and the crew refused to clean it or allow <b>(ex. 6)</b> to use the first class lavatory. Also wants money back instead of a credit for a different flight.
FHIS-0042184	Mar 16, 2021	Mar 17, 2021	Closed	Declined	Airline passengers at KMKE refuse on a daily basis to wear a mask in the airport and then argue about the age range of 2 yrs old and older despite clearly public information.
FHIS-0042279	Mar 20, 2021	Mar 22, 2021	Closed	Declined	Passengers refused to wear their masks on flight because they were drinking.

FHIS-0042293	Mar 21, 2021	Mar 22, 2021	Closed	Declined	The crew on board (both flights) did not enforce federal law with regard to masks. There were several complaints from other passengers on board. Mostly the crew sat in the back of the plane.
FHIS-0042301	Mar 22, 2021	Mar 22, 2021	Closed	Declined	(ex. 6) noticed that the (ex. 6) was not wearing (ex. 6) mask over (ex. 6) nose.(ex. 6) asked if (ex. 6) would please put the mask over (ex. 6) nose. As (ex. 6) did, (ex. 6) stated, "(ex. 6) have to breathe."
FHIS-0042329	Mar 23, 2021	Mar 23, 2021	Closed	Declined	(ex. 6) During the flight (ex. 6) observed several persons within (ex. 6) view who were either pulling (ex. 6) masks below (ex. 6) noes or chin and/or taking the masks off entirely for extended periods during the flight
FHIS-0042379	Mar 24, 2021	Mar 29, 2021	Closed	Declined	UPS Employee has regularly not been wearing a mask at work when it is a FAA requirement. (ex. 6) will leave (ex. 6) mask off for hours when (ex. 6) isn't eating. (ex. 6) also jokes about getting coworkers sick at work

FHIS-0042401	Mar 25, 2021	Mar 26, 2021	Closed	Referred	Reporter expressed concerns regarding conditions of Gate 60, Terminal D Miami International Airport.
FHIS-0042442	Mar 27, 2021	Mar 29, 2021	Closed	Declined	Cabin crew asked passenger multiple times to wear <b>(ex. 6)</b> mask and yet <b>(ex. 6)</b> refused and said it was infringing on <b>(ex. 6)</b> rights and <b>(ex. 6)</b> no longer wear masks. Was verbally abusive to crew when deplaning.
FHIS-0042554	Mar 31, 2021	Apr 1, 2021	Closed	Declined	Flight attendants on American Airlines were not doing their job. Many passangers were not wearing masks and on their phones during take off. The FA looked right at these individuals and walked the other way.
FHIS-0042584	Apr 1, 2021	Apr 2, 2021	Closed	Referred	Flight attendants on this and other American Airlines flights made no effort to enforce correct mask-wearing policies among passengers.

FHIS-0042614	Apr 4, 2021	Apr 5, 2021	Closed	Declined	American Airlines has not respected CDC guidelines, both flights were fully booked no social distancing between passengers, shoulder against shoulder.
FHIS-0042622	Apr 4, 2021	Apr 5, 2021	Closed	Declined	Spirit flight NK903.( <b>ex. 6</b> ) staff members walked by passenger with no mask and said absolutely nothing to ( <b>ex. 6</b> ).
FHIS-0042636	Apr 5, 2021	Apr 6, 2021	Closed	Declined	Spirit airlines is behaving in a discriminatory way towards passengers when enforcing mask requirements.
FHIS-0042640	Apr 5, 2021	Apr 6, 2021	Closed	Declined	Anonymous complaint that the airlines are mistreating passengers by making them wear masks and that they should have stopped all flying at the beginning of the pandemic instead.
FHIS-0042671	Apr 7, 2021	Apr 7, 2021	Closed	Declined	Hi, while on this flight ( <b>ex. 6</b> ) observed a number of instances where flight attendants did nothing to enforce several other passengers in ( <b>ex. 6</b> ) not wearing masks.

FHIS-0042673	Apr 7, 2021	Apr 7, 2021	Closed	Declined	There was no mask policy enforcement or even mentioned on the flight. In the middle of a pandemic this is reprehensible.
FHIS-0042682	Apr 7, 2021	Apr 23, 2021	Closed	Declined	The Federal mask mandate (not law) is a high security risk to each and every person. The CDC and WHO are NOT federal agencies, they are private companies making recommendations about health and safety not based on facts.
FHIS-0042685	Apr 7, 2021	Apr 7, 2021	Closed	Declined	4/1/21 flight 4728 A united Airline <b>(ex. 6)</b> sitting in <b>(ex. 6)</b> was asked many times to wear <b>(ex. 6)</b> mask or wear it correctly. <b>(ex. 6)</b> would put it on or correct the way <b>(ex. 6)</b> was wearing it until the attendant walked away, then remove it.

FHIS-0042690	Apr 7, 2021	Apr 7, 2021	Closed	Declined	(ex. 6) being told by Alaska Airlines that if (ex. 6) child is unable to wear a face covering throughout the entirety of (ex. 6) flight that (ex. 6) will be suspended from using the airline in the future - and possibly kicked off the flight before take-off
FHIS-0042743	Apr 9, 2021	Apr 12, 2021	Closed	Declined	Individual that was exposed to Covid is planning to travel in 11 days.
FHIS-0042835	Apr 15, 2021	Apr 15, 2021	Closed	Referred	Second, there no cleaning procedures obviously, since as soon as the passengers were getting off from previous flights, they were boarding the next flight.
FHIS-0042837	Apr 15, 2021	Apr 15, 2021	Closed	Declined	(ex. 6) was blatantly without a mask. (ex. 6) wore it on (ex. 6) chin 98% of the time
FHIS-0042864	Apr 16, 2021	Apr 16, 2021	Closed	Declined	Lufthansa passenger reporting failure to comply with mask-wearing requirements

FHIS-0042880	Apr 16, 2021	Apr 19, 2021	Closed	Declined	The American Airlines enforcement of Covid Protocols has been mostly nonexistent during the 6+hours of observation. Multiple delays and missed connection have put me at HIGH risk due to lax/lack of enforcement.
FHIS-0042934	Apr 19, 2021	Apr 20, 2021	Closed	Declined	Anonymous report that Allegiant Flight Attendant refuses to wear a mask when in the airport or on the plane.
FHIS-0042956	Apr 20, 2021	Apr 20, 2021	Closed	Declined	The Air (ex. 6) on (ex. 6) flight from LAS to OMA wasn't wearing (ex. 6) mask at all on (ex. 6) flight.
FHIS-0042989	Apr 21, 2021	Apr 22, 2021	Closed	Declined	Repeat anonymous reporter about overhearing pilot who wants to spread Covid-19.
FHIS-0043000	Apr 21, 2021	Apr 22, 2021	Closed		On Delta flight 2057, LAS to LAS they began loading passengers at 9:15. The plane was fully loaded at approximately 9:35. They had zero ventilation until the pilots finally arrived and activated the ventilation at 10:00.



FHIS-0043008	Apr 22, 2021	Apr 22, 2021	Closed	Declined	Flight attendance wearing poor-fitting face mask that kept falling below <b>(ex. 6)</b> nose. Serving passengers, etc while nose is visible.
FHIS-0043009	Apr 22, 2021	May 18, 2021	Closed	Referred	There are people coming in with Covid that check no symptoms on <b>(ex. 6)</b> covid check in, <b>(ex. 6)</b> people who get quarantined because <b>(ex. 6)</b> have covid but <b>(ex. 6)</b> doesn't get quarantined
FHIS-0043013	Apr 22, 2021	Apr 23, 2021	Closed	Declined	Apparently the flight attendants on this flight are more worried about people wearing masks, which by the way there is NO data or studies supporting mask use prevents spread of COVID , than they are the safety of their passengers in case of an emergency.

FHIS-0043031	Apr 23, 2021	Apr 28, 2021	Closed	Declined	While in the Flint airport and on the Allegiant flight people were not wearing mask and/or were not covering their nose with their masks.
FHIS-0043102	Apr 27, 2021	Apr 27, 2021	Closed	Declined	<b>(ex. 6)</b> , on Alaska Airlines Flight 2217, Saturday, April 24th ignoring the Coved restrictions and touched <b>(ex. 6)</b> in a legally unacceptable manor by poking <b>(ex. 6)</b> with blue gloved fingers that are exposed to all unprotected surfaces
FHIS-0043111	Apr 27, 2021	Apr 27, 2021	Closed	Declined	<b>(ex. 6)</b> , on Alaska Airlines Flight 2217, Saturday, April 24th ignored the Coved restrictions and touched <b>(ex. 6)</b> in a legally unacceptable manor by poking <b>(ex. 6)</b> twice with blue gloved fingers that are exposed to all unprotected surfaces

FHIS-0043118	Apr 27, 2021	Apr 27, 2021	Closed	Declined	(ex. 6) people on this flight who were (ex. 6) not masking or not properly masking through the majority of the flight. On two occasions
FHIS-0043141	Apr 28, 2021	Apr 29, 2021	Closed	Declined	Even the a negative covid test was requested before entering the aircraft ,the middle seats were occupied thus, violating the social distancing rules in effect on those dates. the planes were flying full capacity
FHIS-0043191	Apr 30, 2021	May 3, 2021	Closed	Referred	Passenger did not keep mask on for duration of flight. Meal times should be limited to reduce the allowable time for a mask to be off.
FHIS-0043222	May 3, 2021	May 3, 2021	Closed	Referred	AALA passenger reporting that the flight attendants were very lax in their use of masks.
FHIS-0043252	May 4, 2021	May 4, 2021	Closed	Declined	Notice Passengers in the Delta comfort cabin, Not complying with Federal law with Federal mask mandate. Flight Attendants won't enforce the law.

FHIS-0043300	May 5, 2021	May 6, 2021	Closed	Declined	CommutAir has zero regard for safety of its employees and continued to ask everyone to return back to class with the exception of the individuals that tested positive. They are currently short on pilots and do not have the ability to slow down training.
FHIS-0043302	May 6, 2021	May 6, 2021	Closed	Declined	Take the Mask mandate off. give individuals choice. if people want to wear a mask great but <b>(ex. 6)</b> has had Covid survived and has antibodies should not be required to wear a mask. <b>(ex. 6)</b> can't get it, or spread it. stop discriminating.
FHIS-0043311	May 6, 2021	May 6, 2021	Closed	Declined	I just want to put out there that the FAA has NO business being involved in the mask issue! Not only is it a dangerous practice, it provokes anger on both sides.
FHIS-0043370	May 8, 2021	May 10, 2021	Closed	Declined	United Airlines did not enforce the passenger in <b>(ex. 6)</b> in wearing a mask during the entire flight.

FHIS-0043418	May 12, 2021	May 12, 2021	Closed	Declined	On the Miami, FL - Dallas Ft. worth, TX American Airlines flight # 2575 <b>(ex. 6)</b> flight attendants in <b>(ex. 6)</b> did not wear a mask most of the time.
FHIS-0043420	May 12, 2021	May 12, 2021	Closed	Declined	This complaint is in reference to the <b>(ex. 6)</b> passenger seated next to <b>(ex. 6)</b> . Shortly after <b>(ex. 6)</b> sat down <b>(ex. 6)</b> , <b>(ex. 6)</b> pulled <b>(ex. 6)</b> mask down so <b>(ex. 6)</b> nose was no longer covered.
FHIS-0043422	May 12, 2021	May 12, 2021	Closed	Declined	<b>(ex. 6)</b> seated next to a passenger wearing a gaiter ( <b>(ex. 6)</b> understanding is that these are not considered acceptable PPE) who refused to cover <b>(ex. 6)</b> face during the flight.
FHIS-0043493	May 15, 2021	May 17, 2021	Closed	Referred	<b>(ex. 6)</b> separate customers wore no mask or didn't cover both <b>(ex. 6)</b> nose and mouth on flight. <b>(ex. 6)</b> have pictures and reported the incident to United Airlines, who did not seem to care.

FHIS-0043507	May 16, 2021	May 17, 2021	Closed	Referred	The flight attendants failed and refused to enforce the Covid-19 mask mandates as required by the FAA and TSA. Cabin crew repeatedly failed to require passengers to wear a mask covering their nose and mouth.
FHIS-0043569	May 19, 2021	May 20, 2021	Closed	Declined	Upon arrival at PHL, at least ( <b>ex. 6</b> ) flight were using the same luggage carousel. Hundreds of people were crowded around - some with masks and some without.
FHIS-0043697	May 24, 2021	May 25, 2021	Closed	Declined	Wore a mesh unlined mask on flight to and from Arkansas origin was austin Texas. Promoted to thousands of followers how to break federal law to fly while not wearing proper mask
FHIS-0043699	May 24, 2021	May 25, 2021	Closed	Declined	Fw: TSA Customer Service Response: SR: 04756310 - Webform submission from: Complaint #mask
FHIS-0043708	May 25, 2021	Aug 19, 2021	Closed	Declined	Passenger is concerned about passenger treatment during pandemic and seat size.

FHIS-0043779	May 26, 2021	May 26, 2021	Closed	Declined	(ex. 6) concerned that as an employee required to enforce the Federal Mandate Requirements pertaining to the Mask Policy puts us in a constant line of fire.
FHIS-0043871	May 29, 2021	Jun 1, 2021	Closed	Declined	With all states open there is no legitimate reason to continue with mask mandates and all airports and airlines must be opened immediately. The CDC, Dr Fauci have both admitted that masks are only for show and do not have any science that show they work.
FHIS-0043998	Jun 2, 2021	Jun 2, 2021	Closed	Declined	after seeing the numerous actions of people striking attendents and causing damage to them ( with the last one knocking out some teeth ), spitting, causing flight disruptions, i believe that some of these individuals should not only be fined, but bared from being able to fly again on any airline.

FHIS-0044068	Jun 5, 2021	Jun 7, 2021	Closed	Declined	Alaska Airlines crew is very lax about the FAA's masking regulations. From where <b>(ex. 6)</b> sitting, <b>(ex. 6)</b> at least <b>(ex. 6)</b> people not wearing masks correctly and not actively eating or drinking, and the flight crew has done nothing to address this.
FHIS-0044097	Jun 6, 2021	Jun 7, 2021	Closed	Declined	At least <b>(ex. 6)</b> passengers on the aircraft were not wearing masks throughout the flight, including <b>(ex. 6)</b> individuals seated <b>(ex. 6)</b> Flight attendants passed by, asked for trash, etc etc and made no attempt to enforce this important safety mandate.
FHIS-0044133	Jun 7, 2021	Jun 8, 2021	Closed	Declined	Passenger did not wear a mask for the 6 hour flight.
FHIS-0044159	Jun 8, 2021	Jun 8, 2021	Closed	Declined	The mask mandate is resulting in an increase in the amount of unruly passenger incidents



FHIS-0044293	Jun 11, 2021	Jun 14, 2021	Closed	Declined	Anonymous report that <b>(ex. 6)</b> Agent Nateur, posted on <b>(ex. 6)</b> that <b>(ex. 6)</b> has travelled, on two separate occasions (once to Miami, FL and once to Los Angeles, CA) with known covid symptoms, delaying testing until after <b>(ex. 6)</b> travel.
FHIS-0044397	Jun 15, 2021	Jun 16, 2021	Closed	Declined	A pilot <b>(ex. 6)</b> is never getting covid19 vaccine because the government injects a chip in the vaccine that is controlled by the cloud. How is the FAA ensuring those type people are not pilots or other have safety related jobs?
FHIS-0044407	Jun 16, 2021	Jun 16, 2021	Closed	Declined	This report is in regards to the continued use of masks for aviation travel. As <b>(ex. 6)</b> pilot, <b>(ex. 6)</b> experienced increased fatigue, headaches, mouth issues, and sweating when wearing the mask as required.

FHIS-0044410	Jun 16, 2021	Jun 16, 2021	Closed	Referred	On the flight on Envoy from Nassau to Miami the <b>(ex. 6)</b> seated in <b>(ex. 6)</b> in <b>(ex. 6)</b> refused to wear <b>(ex. 6)</b> masks properly and the flight attendant did not take any appropriate action other than once
FHIS-0044435	Jun 16, 2021	Jun 17, 2021	Closed	Referred	Passenger on Turkish Airlines reporting that the Flight Attendants were not able to control a <b>(ex. 6)</b> passengers who insisted on not wearing masks.
FHIS-0044674	Jun 23, 2021	Jun 24, 2021	Closed	Declined	On <b>(ex. 6)</b> flight from Chicago to Portland, OR, <b>(ex. 6)</b> observed <b>(ex. 6)</b> at the gate not wearing masks. <b>(ex. 6)</b> were allowed to board the plane without a mask.
FHIS-0044699	Jun 24, 2021	Jun 24, 2021	Closed	Declined	Flight attendants are not checking or enforcing masking mandates. Passengers in <b>(ex. 6)</b> have had <b>(ex. 6)</b> masks down for almost the entire flight. <b>(ex. 6)</b> was not even wearing a mask during boarding or taxi.

FHIS-0044850	Jun 28, 2021	Jun 28, 2021	Closed	Declined	No one from the airport staff was asking anyone to wear masks. <b>(ex. 6)</b> what Midland/Odessa is not being great in general when it comes to wearing masks, <b>(ex. 6)</b> it's not right that this airport is so blatantly disregarding FAA rules
FHIS-0044948	Jul 1, 2021	Jul 1, 2021	Closed	Referred	<b>(ex. 6)</b> sitting in <b>(ex. 6)</b> seat as people are boarding. AA flight 2066, July 1, 2021 from DFW to SLC. At least <b>(ex. 6)</b> people are not wearing face masks.
FHIS-0044952	Jul 1, 2021	Aug 3, 2021	Closed	Declined	Apparently, <b>(ex. 6)</b> does not believe the FAA rules regarding Mask Requirements apply to <b>(ex. 6)</b> .
FHIS-0044958	Jul 1, 2021	Jul 1, 2021	Closed	Referred	During <b>(ex. 6)</b> four-day trip which included 6 full flights (equaling approximately 400 passengers plus), Flight attendant came to work ill and had multiple symptoms of Covid-19.

FHIS-0044979	Jul 2, 2021	Jul 2, 2021	Closed	Declined	American Flight 644 SAN to ORD. American Airlines agent refused to allow <b>(ex. 6)</b> children board with a with a ReadMask NIOSH Approved N95 mask because agent had never seen one.
FHIS-0045039	Jul 4, 2021	Jul 6, 2021	Closed	Declined	<b>(ex. 6)</b> recently took a flight from Kona to Honolulu and back on both flights there were <b>(ex. 6)</b> people <b>(ex. 6)</b> who were wearing <b>(ex. 6)</b> face masks around <b>(ex. 6)</b> chins. <b>(ex. 6)</b> coughed throughout the entire flight
FHIS-0045055	Jul 5, 2021	Jul 6, 2021	Closed	Declined	Several Frontier airlines supervisors and employees were not wearing <b>(ex. 6)</b> masks while helping customers at an extremely crowded terminal during the check in process.
FHIS-0045091	Jul 6, 2021	Jul 6, 2021	Closed	Declined	At least <b>(ex. 6)</b> are not wearing masks And over a dozen are wearing masks improperly including Alaska airline staff.

FHIS-0045140	Jul 7, 2021	Jul 7, 2021	Closed	Declined	While in the airport <b>(ex. 6)</b> noticed may individuals not following the mask requirements set forth by the FAA. This included, passengers, vendors, airline employees and airport police.
FHIS-0045184	Jul 8, 2021	Jul 8, 2021	Closed	Declined	Airline pilots are not required to show proof of covid vaccinations! The current "honor system" does not work, pilots just check yes even though they have not been vaccinated! This procedure needs to be updated ASAP.
FHIS-0045253	Jul 11, 2021	Jul 13, 2021	Closed	Declined	<b>(ex. 6)</b> onboard American Airlines flight 1602 from Aruba to New York LGA on Saturday July 10th 2021. For the entire flight, <b>(ex. 6)</b> at least <b>(ex. 6)</b> people not wearing face masks or wearing them improperly for the entire duration of the flight.

FHIS-0045293	Jul 12, 2021	Jul 13, 2021	Closed	Declined	A <b>(ex. 6)</b> photo showing showing <b>(ex. 6)</b> was purposely unmasked on board <b>(ex. 6)</b> flight returning to Arizona (Phoenix) from Virginia (not sure if it was Norfolk departure) violating FAA laws in place about masking.
FHIS-0045297	Jul 13, 2021	Jul 13, 2021	Closed	Declined	<b>(ex. 6)</b> writing to ask why the lawmakers from Texas were allowed to board a plane without masks, in violation of federal law and FAA regulations.
FHIS-0045304	Jul 13, 2021	Jul 13, 2021	Closed	Declined	<b>(ex. 6)</b> like to report that the Democrat Texas Legislators that fled Texas yesterday, flew on aircraft and did not wear masks as required by Federal Law. They even posted pictures showing themselves not wearing masks.

FHIS-0045337	Jul 13, 2021	Jul 14, 2021	Closed	Declined	Texas Democratic lawmakers leaving state of Texas on 12 July were in direct violation of the order under Section 361 of the Public Health Service Act (42 U.S.C. 264) and 42 Code of Federal Regulations 70.2, 71.31(b), and 71.32(b).
FHIS-0045338	Jul 14, 2021	Jul 14, 2021	Closed	Referred	51 Texas Democrats left Texas today on private jets posting numerous photos of their flights...during which NONE of them were wearing masks.
FHIS-0045340	Jul 14, 2021	Jul 14, 2021	Closed	Declined	On Monday, 7/14/21, in a widely reported and documented series of events, dozens of Texas legislatures flew on several flights from Austin Bergstrom International Airport to Dulles International Airport in Virginia without masks

FHIS-0045352	Jul 14, 2021	Jul 14, 2021	Closed	Declined	Texan legislators who left the state were on a private plane heading to DC not wearing required mass as per your apologies if this was anyone else in general public you would find them for this please apply your rules to all including legislators
FHIS-0045356	Jul 14, 2021	Jul 14, 2021	Closed	Declined	The plane was full and every passenger, except this family, wore protective masks throughout the flight.
FHIS-0045362	Jul 14, 2021	Jul 14, 2021	Closed	Referred	I want the legislators of Texas fined and held to the same standards as everyone else.
FHIS-0045376	Jul 15, 2021	Jul 15, 2021	Closed	Declined	(ex. 6) a passenger (ex. 6), seated in (ex. 6), who would not wear (ex. 6) mask.



FHIS-0045440	Jul 16, 2021	Jul 19, 2021	Closed	Declined	While waiting for aircraft loading in the waiting area I noticed about 25% of the waiting passengers were not wearing mask. There was no security or Southwest employees to remind passengers they must wear mask that mandated for all airports.
FHIS-0045446	Jul 16, 2021	Jul 19, 2021	Closed	Declined	Anonymous complaint that several Texas State Democrats boarded private charter jets and flew to Washington DC without wearing face masks in violation of FAA rules.
FHIS-0045462	Jul 17, 2021	Jul 19, 2021	Closed	Declined	They chartered two planes from Austin, TX to Washington, DC. None of them wore masks as mandated.

FHIS-0045468	Jul 17, 2021	Jul 19, 2021	Closed	Declined	The Texas Democrats who flew on chartered flight(s) from Austin to Washington, DC, were photographed on the plane not wearing masks. None of the people in the photograph were wearing a mask, in contradiction to Federal mask mandates on planes
FHIS-0045470	Jul 17, 2021	Jul 19, 2021	Closed	Declined	Many passengers on this flight were not wearing masks to protect against the spread of covid 19. The airline made absolutely no effort to enforce this rule.
FHIS-0045498	Jul 19, 2021	Jul 19, 2021	Closed	Declined	Passenger <b>(ex. 6)</b> was asked repeatedly to wear <b>(ex. 6)</b> mask by flight attendants. <b>(ex. 6)</b> would watch for flight attendants and only put <b>(ex. 6)</b> mask up when they were in view.
FHIS-0045535	Jul 20, 2021	Jul 20, 2021	Closed	Declined	All of the democrats on the flight to Washington DC did not have masks on as in their photos on news outlets. It is an FAA mandate that all passengers wear masks aboard a plane.

FHIS-0045543	Jul 20, 2021	Jul 20, 2021	Closed	Declined	Passengers were not wearing masks. This poses a significant safety risk considering Arkansas' exponential growth covid cases recently.
FHIS-0045546	Jul 20, 2021	Jul 20, 2021	Closed	Declined	Coronavirus Vaccinated Pilots Puts Airline Passengers, Others At Risk':
FHIS-0045570	Jul 21, 2021	Jul 21, 2021	Closed	Declined	<b>(ex. 6)</b> complaint is because <b>(ex. 6)</b> asked a United employee on <b>(ex. 6)</b> trip from ERW to ABE to put on a mask and to please ask the passenger sitting <b>(ex. 6)</b> to put on a mask and <b>(ex. 6)</b> refused.
FHIS-0045579	Jul 21, 2021	Jul 22, 2021	Closed	Declined	Passenger complaint about airport being crowded, airline delays, and many people without masks.
FHIS-0045583	Jul 21, 2021	Jul 22, 2021	Closed	Declined	On July 21st 2021, <b>(ex. 6)</b> were in the Rick Husband International Airport in Amarillo, Tx. and <b>(ex. 6)</b> noticed some people with mask and the majority of people without mask.

FHIS-0045585	Jul 21, 2021	Jul 22, 2021	Closed	Declined	Multiple passengers blatantly disregarding federal mask laws for large portions of the flight.
FHIS-0045592	Jul 22, 2021	Jul 22, 2021	Closed	Declined	<b>(ex. 6)</b> flew on Allegiant Air from Myrtle Beach to Knoxville. There were several people <b>(ex. 6)</b> in <b>(ex. 6)</b> who did not wear masks. This was not enforced. Flight GA 2951.
FHIS-0045699	Jul 25, 2021	Jul 26, 2021	Closed	Referred	The airport has removed the mask requirement signs from all entrances of the building as well as reporting on their website that you are no longer required to wear a mask while in the facility.
FHIS-0045726	Jul 26, 2021	Jul 26, 2021	Closed	Declined	There was <b>(ex. 6)</b> in <b>(ex. 6)</b> who did not wear <b>(ex. 6)</b> mask the entire flight.

FHIS-0045729	Jul 26, 2021	Jul 26, 2021	Closed	Declined	At the same time that <b>(ex. 6)</b> witnessing unmasked passengers and staff roaming around the airport, there were also still signs and announcements stating that people needed to be masked inside the terminals and on their flights
FHIS-0045733	Jul 26, 2021	Jul 27, 2021	Closed	Declined	<b>(ex. 6)</b> passengers departed from LAX to Tahiti on a corporate Boeing B767, ZS-NEX, operated by the South African company Aeronexus with crew members and <b>(ex. 6)</b> company who had been exposed to covid.
FHIS-0045735	Jul 26, 2021	Jul 27, 2021	Closed	Declined	Passenger knows of someone who flew within a week of testing positive for Covid. Believes that the FAA should require vaccines to fly.

FHIS-0045820	Jul 29, 2021	Jul 29, 2021	Closed	Declined	On April 29th, 2021 <b>(ex. 6)</b> a letter of complaint regarding <b>(ex. 6)</b> flight on. Masks were not being enforced. As you can see from the pictures below, it was very blatant and obvious that <b>(ex. 6)</b> were not going to wear them.
FHIS-0045858	Jul 30, 2021	Aug 2, 2021	Closed	Declined	On United 5357 this a.m., the passenger sitting in <b>(ex. 6)</b> was obviously ill, and permitted to fly without wearing a mask for the entire flight. <b>(ex. 6)</b> coughed nearly continuously from the time the door was shut at departure until it was opened at arrival.
FHIS-0045859	Jul 30, 2021	Aug 2, 2021	Closed	Declined	During the flight from Indianapolis to Las Vegas, <b>(ex. 6)</b> noticed several passengers, including <b>(ex. 6)</b> adults in the row <b>(ex. 6)</b> , not wearing masks.

FHIS-0045861	Jul 30, 2021	Aug 2, 2021	Closed	Declined	It is concerning in times like these where passengers are becoming increasingly aggressive about the mask policy, that there is not more security in the public airport areas. Crew members are often harassed once we leave the safety of the secure area.
FHIS-0045866	Jul 30, 2021	Aug 2, 2021	Closed	Declined	It appeared the face mask mandate was not followed by some passengers and not enforced/reiterated to those passengers by flight crew.
FHIS-0045884	Jul 31, 2021	Aug 2, 2021	Closed	Declined	<b>(ex. 6)</b> Friday Harbor Airport has made the determination that masks do not need to be worn within the airport. This is at a time when <b>(ex. 6)</b> have reports of transmission of the Delta variant within fully vaccinated individuals on island.

FHIS-0045896	Aug 1, 2021	Aug 2, 2021	Closed	Declined	Passenger reporting a delayed Allegiant flight where the masking requirement was being ignored and the air is not being filtered.
FHIS-0045905	Aug 1, 2021	Aug 2, 2021	Closed	Declined	80% of the airport were not wearing masks and the (ex. 6) were the TSA agents. People were openly coughing around (ex. 6). (ex. 6) to wear a mask or get vaccinated. (ex. 6) felt helpless.
FHIS-0045912	Aug 1, 2021	Aug 2, 2021	Closed	Referred	Complaint about mask enforcement on a flight from SJC to DEN that (ex. 6) recently took.
FHIS-0045915	Aug 2, 2021	Aug 2, 2021	Closed	Declined	Flight attendant not wearing mask on board (ex. 6) have pictures.
FHIS-0045928	Aug 2, 2021	Aug 2, 2021	Closed	Declined	Flight attendant failed to advise (ex. 6) passenger in (ex. 6) to wear a mask.
FHIS-0045945	Aug 2, 2021	Aug 3, 2021	Closed	Declined	The flight attendant did not take any action or make any comment during the flight about the lack of masks despite many passengers not complying with the mask rules.



FHIS-0045948	Aug 2, 2021	Aug 3, 2021	Closed	Declined	There are many anti trafficking laws. In particular across the country. So Delays can be considered as trafficking because the intent is to cause a domino affect or cuban/arab affect across all airports across the continent
FHIS-0045952	Aug 3, 2021	Aug 3, 2021	Closed	Declined	The passenger in <b>(ex. 6)</b> row <b>(ex. 6)</b> across the isle <b>(ex. 6)</b> had <b>(ex. 6)</b> mask pulled down below <b>(ex. 6)</b> chin, fully exposing <b>(ex. 6)</b> nose and mouth the entire flight, even while <b>(ex. 6)</b> was sleeping.
FHIS-0045959	Aug 3, 2021	Aug 3, 2021	Closed	Declined	This tiny airport was therefore packed and VERY EASILY 20% of the travelers were WITHOUT masks. We saw NOT ONE single employee, federal agent, etc....enforcing what IS a Federal LAW.
FHIS-0045993	Aug 4, 2021	Aug 4, 2021	Closed	Declined	The pilot openly mocked the rules saying 'if it was up to <b>(ex. 6)</b> could all wander around the cabin with no masks, but the government says otherwise'

FHIS-0046105	Aug 9, 2021	Aug 9, 2021	Closed	Declined	The passenger seated in row <b>(ex. 6)</b> was not properly masked throughout the flight.
FHIS-0046112	Aug 9, 2021	Aug 9, 2021	Closed	Declined	I judge the level of mask-wearing compliance amongst travelers at LAS International Airport to be approximately 25%.
FHIS-0046125	Aug 9, 2021	Aug 9, 2021	Closed	Declined	Passenger in <b>(ex. 6)</b> on flight AA2853 from LAX to DFW repeatedly pulled <b>(ex. 6)</b> mask down, uncovering <b>(ex. 6)</b> nostrils or both nostrils and mouth.
FHIS-0046135	Aug 9, 2021	Aug 10, 2021	Closed	Declined	On Allegiant airlines flight # 2522, a passenger was sitting <b>(ex. 6)</b> reading a book and not wearing a mask for at least 20 minutes.
FHIS-0046145	Aug 10, 2021	Aug 11, 2021	Closed	Declined	The flight crew were negligent concerning oversight of people properly wearing masks, as there were several passengers who refuse to wear a mask over their nose
FHIS-0046149	Aug 10, 2021	Aug 11, 2021	Closed	Declined	Passenger did not wear ask during the flight.

FHIS-0046165	Aug 10, 2021	Aug 11, 2021	Closed	Declined	Flight attendants and passengers were not complying with the mask law.
FHIS-0046178	Aug 11, 2021	Aug 11, 2021	Closed	Declined	The federal mask mandate continues to be blatantly ignored with the confines of Dallas Love Field.
FHIS-0046183	Aug 11, 2021	Aug 12, 2021	Closed	Declined	Passenger saw little to no enforcement of mask requirements on United Airlines flight.
FHIS-0046225	Aug 12, 2021	Aug 13, 2021	Closed	Declined	American Airlines staff refused to require passenger seated <b>(ex. 6)</b> to wear a mask during the flight.
FHIS-0046232	Aug 13, 2021	Aug 13, 2021	Closed	Declined	<b>(ex. 6)</b> an attendant board the plane. As soon as <b>(ex. 6)</b> boarded the plane, <b>(ex. 6)</b> took <b>(ex. 6)</b> mask off. <b>(ex. 6)</b> could see <b>(ex. 6)</b> clearly because <b>(ex. 6)</b> was in the <b>(ex. 6)</b> .
FHIS-0046234	Aug 13, 2021	Aug 13, 2021	Closed	Declined	Flight stayed on tarmac with no filtered air available to passengers for ~15 minutes. Equipment was Boeing 737. Flight attendants wore masks below nose

FHIS-0046248	Aug 14, 2021	Aug 16, 2021	Closed	Declined	American Airlines allowed <b>(ex. 6)</b> passengers to board who had been maskless and visibly drunk and unruly in the terminal at CHS.
FHIS-0046251	Aug 14, 2021	Aug 16, 2021	Closed	Declined	Many of the passengers were either unmasked the entire flight or had masks below their nose.
FHIS-0046253	Aug 14, 2021	Aug 16, 2021	Closed	Referred	Passenger asking the FAA to mandate COVID vaccinations for all airline carries.
FHIS-0046283	Aug 15, 2021	Aug 16, 2021	Closed	Declined	Flight attendants are not enforcing mask laws. <b>(ex. 6)</b> talked to a flight attendant, but <b>(ex.6)</b> did nothing. <b>(ex. 6)</b> is at high risk for covid and <b>(ex. 6)</b> told that mask rules were in place.
FHIS-0046308	Aug 17, 2021	Aug 17, 2021	Closed	Declined	On the social media application TikTok the user <b>(ex. 6)</b> submitted a video of <b>(ex. 6)</b> taking off <b>(ex. 6)</b> mask on a Southwest airlines flight <b>(ex. 6).</b> <b>(ex. 6)</b> understanding is that this is not permitted by federal law because of COVID-19 concerns.

FHIS-0046473	Aug 21, 2021	Aug 23, 2021	Closed	Declined	(ex. 6) through the Roanoke airport and was disappointed by the lack of enforcement of federal rules regarding face-mask wearing during the COVID pandemic.
FHIS-0046493	Aug 23, 2021	Aug 23, 2021	Closed	Declined	Passenger removing masks during flight.
FHIS-0046548	Aug 24, 2021	Aug 25, 2021	Closed	Declined	A (ex. 6) passenger across the aisle (ex. 6) sat the entire flight with a big bag of peanuts in (ex. 6) lap. (ex. 6) ate the shelled peanuts one at a time, very slowly, so that (ex. 6) could fly with (ex. 6) mask off the entire time.
FHIS-0046567	Aug 25, 2021	Aug 25, 2021	Closed	Declined	(ex. 6) politely and in a soft voice one time for the rear flight attendant to ask (ex. 6) to wear a mask which (ex. 6) did do in fact (ex. 6) was repeatedly warned but refused.
FHIS-0046578	Aug 25, 2021	Aug 26, 2021	Closed	Declined	Traveling (ex. 6) were deliberately out of compliance with Federal Mask Mandates while traveling on the flight, and were visibly ill with some sort of virus.

FHIS-0046585	Aug 25, 2021	Aug 26, 2021	Closed	Declined	(ex. 6) sitting in the Atlanta airport awaiting a connecting flight and at least 25% of passengers are mask-less! Also, all other airports on (ex. 6) trip have had chairs blocked due to COVID,
FHIS-0046617	Aug 27, 2021	Aug 27, 2021	Closed	Declined	Citizen reporting (ex. 6) desire that the FAA require all passengers on commercial aircraft to be vaccinated against COVID.
FHIS-0046839	Sep 3, 2021	Sep 7, 2021	Closed	Declined	Passenger reporting that other passengers are not complying with the mask mandate at McCarran International Airport.
FHIS-0046842	Sep 3, 2021	Sep 7, 2021	Closed	Declined	Passengers on Air Serbia were not wearing a mask over their nose and mouth during the flight.
FHIS-0046870	Sep 4, 2021	Sep 7, 2021	Closed	Declined	Passenger reporting that Jetblue did not enforce the mask mandate during (ex. 6) flight.
FHIS-0046876	Sep 5, 2021	Sep 7, 2021	Closed	Declined	Anonymous input that passenger has been using falsified vaccine cards for (ex. 6) to travel.

FHIS-0046964	Sep 8, 2021	Sep 10, 2021	Closed	Declined	No measures taken to ensure social distancing. Every seat on the flight was packed. No effort to check vaccine or negative test status. General disregard for the health and safety of others.
FHIS-0047003	Sep 9, 2021	Sep 9, 2021	Closed	Declined	There were several passengers wearing their masks around their chins and below their noses.
FHIS-0047044	Sep 10, 2021	Sep 13, 2021	Closed	Declined	Passenger not wearing a mask.
FHIS-0047046	Sep 10, 2021	Sep 13, 2021	Closed	Declined	<b>(ex. 6)</b> took <b>(ex. 6)</b> Island Air flights <b>(ex. 6)</b> passenger flights on single-prop aircraft with the cockpit contiguous with the poorly ventilated cabin. The <b>(ex. 6)</b> pilots on these <b>(ex. 6)</b> flights did not wear masks.
FHIS-0047054	Sep 11, 2021	Sep 13, 2021	Closed	Declined	This individual did not wear <b>(ex. 6)</b> face mask in the ATL airport at the British Airways gate and did not wear <b>(ex. 6)</b> mask at the baggage claim area at LHR.

FHIS-0047064	Sep 11, 2021	Sep 13, 2021	Closed	Referred	The flight attendant initiated a happy birthday cheer and then a cheer for the raiders. It's a pandemic, why are passengers being encouraged to yell? An <b>(ex. 6)</b> flight attendant was sat <b>(ex. 6)</b> and <b>(ex. 6)</b> was visibly ill.
FHIS-0047104	Sep 13, 2021	Sep 13, 2021	Closed	Declined	Passengers in <b>(ex. 6)</b> befriended <b>(ex. 6)</b> and convinced <b>(ex. 6)</b> via tipping in cash (photos attached) to not enforce the mask policy for the duration of the flight.
FHIS-0047132	Sep 14, 2021	Sep 14, 2021	Closed	Declined	During the flight, the person sitting <b>(ex. 6)</b> did not wear <b>(ex. 6)</b> mask for the entire flight.
FHIS-0047217	Sep 17, 2021	Sep 17, 2021	Closed	Declined	<b>(ex. 6)</b> was admitted onto the flight who had a repeated hacking cough. Despite coughing many many times before the aircraft left, <b>(ex. 6)</b> was not removed from the aircraft or questioned in anyway by the flight crew.



FHIS-0047235	Sep 18, 2021	Sep 20, 2021	Closed	Declined	Multiple employees of the (ex. 6) restaurant near gate (ex. 6) were blatantly ignoring mask mandates while preparing food.
FHIS-0047238	Sep 18, 2021	Sep 20, 2021	Closed	Declined	On the flight from Chub Cay Bahamas to Fort Lauderdale Executive airport nobody was wearing a mask, not even the pilot of the aircraft.
FHIS-0047257	Sep 19, 2021	Sep 20, 2021	Closed	Declined	American Airlines flight attendant failed to enforce mask mandate.
FHIS-0047389	Sep 23, 2021	Sep 23, 2021	Closed	Declined	During that flight, several passengers were either not using masks to protect their mouth/nose or not using them correctly, according to federal rules, therefore, violating federal regulations and putting at risk the health of other passengers.
FHIS-0047405	Sep 24, 2021	Sep 27, 2021	Closed	Declined	I would like to ask that you consider issuing guidance to U.S. based airlines on their mask policy requiring children, ages two and up, to wear a mask while flying with their airline.

FHIS-0047406	Sep 24, 2021	Sep 24, 2021	Closed	Declined	(ex. 6) asked Iceland Air to request a passenger mask. The passenger was eating at the time, but (ex. 6) clarified that the passenger had been unmasked for the entire flight and moving about the cabin unmasked prior to eating
FHIS-0047421	Sep 24, 2021	Sep 27, 2021	Closed	Declined	The individuals (ex. 6) in row (ex. 6), and the rest of (ex. 6) across the aisle in row (ex. 6), failed to wear a mask for the entirety of the flight. Not one flight crew member said anything to the maskless group.
FHIS-0047484	Sep 28, 2021	Sep 29, 2021	Closed	Declined	Pilot did not require passengers to wear masks even after concerns were reported by passengers.
FHIS-0047491	Sep 29, 2021	Sep 29, 2021	Closed	Declined	Qatar Airways flight 703 from DOH to JFK is not complying with the CDC's mask mandate.
FHIS-0047495	Sep 29, 2021	Sep 29, 2021	Closed	Declined	The flight crew on 9/29/21 on Delta flight DL3591 not only did not enforce the mask requirements, they did not comply with them themselves.

FHIS-0047524	Sep 30, 2021	Sep 30, 2021	Closed	Declined	Complete lack of enforcement of federal mask mandate. Witnessed a pilot strolling through the concourse without a mask
FHIS-0047612	Oct 3, 2021	Oct 4, 2021	Closed	Declined	(ex. 6) did not wear (ex. 6) masks even when asked several times by the crew.
FHIS-0047614	Oct 3, 2021	Oct 4, 2021	Closed	Declined	Over the last 6 months it has been observed that rarely more than 50% of the passengers are abiding by the mask mandate. There is a lack of any enforcement.
FHIS-0047630	Oct 4, 2021	Oct 4, 2021	Closed	Declined	Throughout the entire flight and right after touchdown, (ex. 6) frequently lowered (ex. 6) mask below nose and mouth over extended periods of time (which is, as (ex. 6) understand it, federally required to wear),
FHIS-0047669	Oct 5, 2021	Oct 5, 2021	Closed	Declined	Crew did not enforce, or attempt in any way to enforce mask mandate.

FHIS-0047678	Oct 5, 2021	Oct 5, 2021	Closed	Declined	(ex. 6) noticed many people in the airport who were non-compliant with mask use (ie...no mask, mask improperly worn) and (ex. 6) in particular came to (ex. 6) attention because (ex. 6) was on (ex. 6) phone, maskless and was very loud.
FHIS-0047692	Oct 5, 2021	Oct 6, 2021	Closed	Declined	(ex. 6) flight attendant kept (ex. 6) mask below (ex. 6) nose the whole flight. (ex. 6) served people drinks and interacted with (ex. 6). (ex. 6) did not follow the CDC/FAA regulations, put others at risk, and modeled poor behavior to a plane full of passengers.
FHIS-0047710	Oct 6, 2021	Oct 7, 2021	Closed	Declined	Lewiston Nez Perce Regional Airport in Idaho appears to not be enforcing a mask policy within the airport
FHIS-0047750	Oct 9, 2021	Oct 12, 2021	Closed	Declined	Anonymous report that the Denver airport is full of people not wearing masks/ or wearing them below their nose. Please enforce the mask mandate

FHIS-0047766	Oct 9, 2021	Oct 12, 2021	Closed	Declined	While flying from Pittsburgh to Orlando on 10/9/21 several passengers never complied with the law to properly wear masks.
FHIS-0047785	Oct 11, 2021	Oct 12, 2021	Closed	Declined	At least <b>(ex. 6)</b> passengers would have <b>(ex. 6)</b> masks on <b>(ex. 6)</b> chin and had gotten ZERO warnings regarding it from the flight crew.
FHIS-0047789	Oct 11, 2021	Oct 12, 2021	Closed	Declined	The pilots on <b>(ex. 6)</b> Southwest Flights this weekend we're not properly masked, as required by federal law.
FHIS-0047791	Oct 11, 2021	Oct 12, 2021	Closed	Declined	Passenger on American Airlines failed to comply with the mask mandate and this was not addressed by the flight attendants.
FHIS-0047794	Oct 11, 2021	Oct 12, 2021	Closed	Declined	The passenger <b>(ex. 6)</b> in, Seat <b>(ex. 6)</b> , refused to wear <b>(ex. 6)</b> mask in accordance with FAA/airline/flight attendant instructions.
FHIS-0047842	Oct 13, 2021	Oct 13, 2021	Closed	Declined	Hotline <b>(ex. 6)</b> did nothing to adjust <b>(ex. 6)</b> mask from under <b>(ex. 6)</b> chin. <b>(ex. 6)</b> stated <b>(ex. 6)</b> request.

FHIS-0047862	Oct 13, 2021	Oct 14, 2021	Closed	Declined	(ex. 6) is encouraging (ex. 6) followers to go through airports and board planes without a mask.
FHIS-0047931	Oct 15, 2021	Oct 18, 2021	Closed	Declined	Passengers in the Sioux Falls airport were not wearing masks.
FHIS-0047964	Oct 18, 2021	Oct 18, 2021	Closed	Declined	For the love of god, please end the mask mandate.
FHIS-0048084	Oct 22, 2021	Oct 25, 2021	Closed	Declined	Passengers sitting on (ex. 6) never wore (ex. 6) mask. (ex. 6) face was always exposed and none of the flight attendants ever reminded them
FHIS-0048108	Oct 23, 2021	Oct 25, 2021	Closed	Declined	(ex. 6) is regularly posting photos of (ex. 6) in airports and on airplanes deliberately disregarding mask rules. (ex. 6) should be banned from flying.
FHIS-0048111	Oct 24, 2021	Oct 25, 2021	Closed	Declined	McGhee Tyson airport Makes no attempt to enforce the masking mandate.
FHIS-0048116	Oct 24, 2021	Oct 25, 2021	Closed	Declined	(ex. 6) coaches would not wear mask in airport. (ex. 6) asked airport staff and they said they couldn't enforce. The players and coaches just did what they wanted.

FHIS-0048120	Oct 25, 2021	Oct 25, 2021	Closed	Declined	(ex. 6) adult passengers refused to wear masks throughout the flight and were sick (runny nose and wiping) (ex. 6) boogers on (ex. 6) seats). Alaska Airlines' stewards would not enforce the mask requirement
FHIS-0048176	Oct 26, 2021	Oct 26, 2021	Closed	Declined	Flight crew of AA 2576 was refusing to enforce mask requirements.
FHIS-0048201	Oct 27, 2021	Oct 28, 2021	Closed	Declined	(ex. 6) were sitting across from (ex. 6) in row (ex. 6). (ex. 6) had (ex. 6) mask pulled down.
FHIS-0048219	Oct 27, 2021	Oct 28, 2021	Closed	Declined	Passengers on flight were not wearing masks.
FHIS-0048301	Oct 30, 2021	Nov 1, 2021	Closed	Declined	SWA appears to be encouraging passengers to game the FAA mask mandate, at least on this flight.
FHIS-0048316	Oct 31, 2021	Nov 1, 2021	Closed	Declined	Passenger in the (ex. 6) seat neglected to wear facemask for most of the flight.
FHIS-0048321	Oct 31, 2021	Nov 1, 2021	Closed	Declined	(ex. 6) on a flight with virgin Atlantic and multiple people, we're not complying with Mask laws.

FHIS-0048355	Nov 2, 2021	Nov 2, 2021	Closed	Declined	What is the hotline number to report people not wearing masks in airports?
FHIS-0048464	Nov 7, 2021	Nov 8, 2021	Closed	Declined	(ex. 6) flight had (ex. 6) attendants, and (ex. 6) were wearing mesh masks that do not seem to provide any filtration whatsoever.
FHIS-0048481	Nov 8, 2021	Nov 8, 2021	Closed	Declined	when (ex. 6) got on the plane, didn't wear (ex. 6) mask for much of the flight.
FHIS-0048622	Nov 13, 2021	Nov 15, 2021	Closed	Declined	Customer not wearing mask in (ex. 6) seat during boarding in (ex. 6)
FHIS-0048627	Nov 13, 2021	Nov 15, 2021	Closed	Declined	(ex. 6) seated directly across the aisle (ex. 6) distance between us) did not wear (ex. 6) face mask during the entire 5 hour flight from LAX to HNL.
FHIS-0048664	Nov 15, 2021	Nov 15, 2021	Closed	Declined	(ex. 6), however, failed to wear (ex. 6) (required) face mask correctly and wore it underneath (ex. 6) chin with both (ex. 6) nose and mouth fully exposed.



FHIS-0048800	Nov 20, 2021	Nov 22, 2021	Closed	Declined	Passenger would like to press charges against an unruly passenger who on multiple occasions during the flight pulled <b>(ex. 6)</b> face mask under <b>(ex. 6)</b> chin for extended periods of time while neither eating nor drinking. <b>(ex. 6)</b> does not know the passenger's name
FHIS-0049037	Nov 28, 2021	Nov 29, 2021	Closed	Declined	Passenger reporting that at El Al ticket counters and on flight from Los Angeles to Tel Aviv there was no enforcement of requirements for masking occurred.
FHIS-0049082	Nov 29, 2021	Nov 30, 2021	Closed	Declined	Many airport employees and most of the public in the Idaho Falls airport are not wearing masks (or any face covering), as required.
FHIS-0049171	Dec 2, 2021	Dec 2, 2021	Closed	Declined	<b>(ex. 6)</b> allowed <b>(ex. 6)</b> children to fly while knowingly infected with COVID from New York to Florida and back. <b>(ex. 6)</b> children were actively ill with COVID. <b>(ex. 6)</b> knew they had COVID.

FHIS-0049177	Dec 2, 2021	Dec 2, 2021	Closed	Declined	If you want to stop passengers from being so aggressive, then GET RID OF MASKS on planes. Wearing masks is what's making passengers angry
FHIS-0049250	Dec 3, 2021	Dec 6, 2021	Closed	Declined	<b>(ex. 6)</b> sitting across the aisle was not wearing a mask for the majority of the flight. Crew members did not ask <b>(ex. 6)</b> to put <b>(ex. 6)</b> mask on at any time and in at least one instance a crew member was not correctly wearing <b>(ex. 6)</b> own mask.
FHIS-0049263	Dec 4, 2021	Dec 6, 2021	Closed	Declined	On a recent layover at Detroit International Airport <b>(ex. 6)</b> observed multiple passengers not wearing masks while walking through and loitering in the airport concourse.
FHIS-0049285	Dec 5, 2021	Dec 6, 2021	Closed	Declined	Southwest airlines pilots are not taking the Federal requirement to wear a mask seriously.

FHIS-0049343	Dec 7, 2021	Dec 7, 2021	Closed	Declined	I traveled from Newark, NJ to Tel Island Aviv yesterday and felt unsafe due to passengers not properly wearing masks, or not wearing masks at all.
FHIS-0049405	Dec 9, 2021	Dec 9, 2021	Closed	Declined	<b>(ex. 6)</b> intentionally sat in a less crowded area for safety as <b>(ex. 6)</b> experiencing another COVID surge. <b>(ex. 6)</b> later noticed a <b>(ex. 6)</b> maskless (no mask whatsoever, not just mask down or off) sitting nearby.
FHIS-0049474	Dec 12, 2021	Dec 13, 2021	Closed	Declined	A <b>(ex. 6)</b> Airman at United Airlines is not wearing <b>(ex. 6)</b> mask as required.
FHIS-0050752	Dec 14, 2021	Dec 14, 2021	Closed	Declined	Zero ventilation in concourse C <b>(ex. 6)</b> bathroom at Denver international airport. It's a Covid breeding ground.

FHIS-0052072	Dec 20, 2021	Dec 20, 2021	Closed	Declined	A good deal is made about the requirement to wear a mask to prevent the spread of covid. However the flight attendants did not ensure masks were worn properly and even served beverages that allows no mask until passenger is finished.
FHIS-0052211	Dec 26, 2021	Dec 27, 2021	Closed	Declined	Passengers are not wearing mask. It does not matter how many times we tell them. Mask are constantly off or under nose
FHIS-0052225	Dec 27, 2021	Dec 27, 2021	Closed	Declined	In BWI gate A15 an <b>(ex. 6)</b> in a wheelchair sat by the gate door without using a face mask. <b>(ex. 6)</b> was also Coughing and spitting in to a plastic bag.
FHIS-0052356	Dec 31, 2021	Jan 3, 2022	Closed	Declined	I will not be flying again until every pilot who was forced to take the emergency use authorized covid vaccine has had a thorough physical exam of both heart and nervous system

FHIS-0052361	Dec 31, 2021	Jan 3, 2022	Closed	Declined	I am a passenger requesting that you cease all vaccine mandates for pilots. These are experimental. They are not FDA approved therefore their use is in violation of your own FAA rules.
FHIS-0052371	Jan 1, 2022	Jan 3, 2022	Closed	Declined	By my reading of the FAA rules this means that all Covid19 vaccinated pilots are not eligible to fly anything as their medical certificates are invalid.
FHIS-0052376	Jan 1, 2022	Jan 3, 2022	Closed	Declined	<b>(ex. 6)</b> wanted to report that the <b>(ex. 6)</b> sitting at the <b>(ex. 6)</b> booth just outside of the security checkpoint at the Midland airport was not wearing a mask
FHIS-0052384	Jan 2, 2022	Jan 3, 2022	Closed	Referred	Upon picking up <b>(ex. 6)</b> in the airport there is blatant non-enforcement of the mandate requiring masks, including improper mask wearing

FHIS-0052425	Jan 4, 2022	Jan 4, 2022	Closed	Declined	A passenger tested positive for Covid 19 on 12/30 and was still showing symptoms on 1/2 but is planning on flying out of Oakland, Ca to Nashville, TN
FHIS-0052451	Jan 5, 2022	Jan 5, 2022	Closed	Declined	The majority of the passengers were not following the required mask mandate, taking off their masks, or only partially covering their faces (leaving their noses exposed).
FHIS-0052457	Jan 5, 2022	Jan 5, 2022	Closed	Declined	on 2JAN2022 from California to Kansas (unknown California airport, suspect MCI for return to KS). <b>(ex. 6)</b> endorses <b>(ex. 6)</b> called the airline prior to flight, who said <b>(ex. 6)</b> was fine and clear to fly. <b>(ex. 6)</b> is pending COVID PCR
FHIS-0052459	Jan 5, 2022	Jan 5, 2022	Closed	Declined	The reason that I am writing to you today is that it has come to my attention that pilots are being mandated to take the COVID shot as a condition of their employment. It is my understanding that the FAA does not allow pilots to have substances in their bodies

FHIS-0052474	Jan 5, 2022	Jan 6, 2022	Closed	Declined	FAA Dangerously Ignores Its Own Guidelines – Clears Vaccinated Pilots to Fly Despite “Do Not Issue—Do Not Fly” Policy
FHIS-0052530	Jan 7, 2022	Jan 11, 2022	Closed	Declined	While in the terminal waiting at the gate for <b>(ex. 6)</b> flight, <b>(ex. 6)</b> witnessed many alarming violations of federal Covid-19 regulations by both passengers and flight staff.
FHIS-0052534	Jan 7, 2022	Jan 11, 2022	Closed	Declined	Flight attendant whose name <b>(ex. 6)</b> could not read on <b>(ex. 6)</b> name badge was wearing a see-through mask. <b>(ex. 6)</b> could see <b>(ex. 6)</b> mouth and nose through it.
FHIS-0052621	Jan 8, 2022	Jan 11, 2022	Closed	Declined	More than half of the passengers on the flight refused to comply with federal mask mandates, the staff refused to correct or enforce it and allowed passengers to literally not wear a mask at all during the whole flight.

FHIS-0052628	Jan 8, 2022	Jan 11, 2022	Closed	Declined	There are multiple passengers not wearing masks properly or at all, we told the flight attendants and they asked them to keep them on.
FHIS-0052645	Jan 9, 2022	Jan 11, 2022	Closed	Declined	<b>(ex. 6)</b> noticed <b>(ex. 6)</b> with Frontier Airlines was unmasked in violation of federal requirements in airports, sitting across <b>(ex. 6)</b> at the Las Vegas, Nevada airport at Gate <b>(ex. 6)</b> while waiting to board Alaska 1432 to Seattle, WA
FHIS-0052771	Jan 10, 2022	Jan 11, 2022	Closed	Declined	When <b>(ex. 6)</b> arrived in OKC, there were individuals throughout the airport who were not wearing masks. When <b>(ex. 6)</b> went to the baggage claim, people had no masks, masks around <b>(ex. 6)</b> neck, etc.



FHIS-0052776	Jan 10, 2022	Jan 11, 2022	Closed	Declined	Last night, <b>(ex. 6)</b> took a flight from MCO to JFK. In line with the federal law mask requirement and the reported guidelines of JetBlue, passengers are required to wear masks (with certain requirements) throughout <b>(ex.6)</b> flight journey.
FHIS-0052803	Jan 11, 2022	Jan 12, 2022	Closed	Declined	I'd like to report a violation of FAA rules governing the health of pilots. The COVID "vaccines" forced on the pilots have not been approved by the FDA for over a year and have known side effects
FHIS-0052808	Jan 12, 2022	Jan 12, 2022	Closed	Declined	As you may be aware Covid-19 has increased the complexity under which airlines worldwide operate. However, the restrictions in Hong Kong are as such that I believe it breaks aviation law.

FHIS-0052811	Jan 12, 2022	Jan 12, 2022	Closed	Declined	To say <b>(ex.6)</b> were stunned and shocked that numerous individuals, traveling with children WELL over the age of 2 (approximately ages 5-10) had children unmasked the entire trip.
FHIS-0052823	Jan 12, 2022	Jan 12, 2022	Closed	Declined	How quickly the pilot safety rule was disregarded when this pushed through covid vaccine became approved by the FDA
FHIS-0052888	Jan 14, 2022	Jan 14, 2022	Closed	Declined	This report concerns a systemic failure of the cabin crew of Qatar Airlines to enforce mask mandates.
FHIS-0052900	Jan 14, 2022	Jan 14, 2022	Closed	Declined	The airline staff during <b>(ex. 6)</b> flight did not enforce COVID-19 mask protocols for the entire 2hour flight. Not only were <b>(ex. 6)</b> of the flight attendants not wearing <b>(ex. 6)</b> masks properly, but <b>(ex. 6)</b> witnessed <b>(ex. 6)</b> passengers not wearing <b>(ex. 6)</b> masks

FHIS-0052903	Jan 14, 2022	Jan 14, 2022	Closed	Declined	(ex. 6) urging you to please assess your pilots' medical condition prior to operating aircraft if they have received any Covid vaccinations.
FHIS-0052910	Jan 14, 2022	Jan 14, 2022	Closed	Declined	Flight attendant was wearing a "fake mask" over nose and mouth (with a surgical mask over (ex. 6) chin) for the whole flight, contrary to CDC regulations
FHIS-0052923	Jan 15, 2022	Jan 18, 2022	Closed	Declined	During (ex. 6) two hour flight from IAD to SRQ the flight staff of Allegiant Air did not enforce the federal mask mandate.
FHIS-0052929	Jan 16, 2022	Jan 18, 2022	Closed	Declined	They were allowed to go maskless because they were "drinking".
FHIS-0052951	Jan 17, 2022	Jan 18, 2022	Closed	Declined	The flight crew of Frontier flight 435 on 1/16/22 from MKE to DEN was not enforcing federal aviation mask policy for the duration of the flight. Multiple passengers interacted with flight attendants with their masks removed or below their noses

FHIS-0052978	Jan 18, 2022	Jan 18, 2022	Closed	Declined	The cabin crew of United 1879 on 12 January 2022 failed to enforce the mask mandate onboard the plane.
FHIS-0052980	Jan 18, 2022	Jan 18, 2022	Closed	Declined	(ex. 6) and commercial airline passenger. (ex. 6) have been hearing of increasing reports of pilots and other individuals who have had sudden and severe reactions to the Covid19 vaccine.
FHIS-0052985	Jan 18, 2022	Jan 19, 2022	Closed	Declined	On flight AA 1095, from DEN to CLT, the flight attendants did not enforce the federal mask mandate and let passengers willingly keep (ex. 6) masks down or under (ex. 6) nose for the entire duration of the flight.
FHIS-0053008	Jan 19, 2022	Jan 19, 2022	Closed	Declined	Multiple individuals, including flight crew and pilots, wearing mesh see-through masks that are basically no better than wearing nothing at all.

FHIS-0053028	Jan 20, 2022	Jan 20, 2022	Closed	Declined	(ex. 6) seated (ex. 6), were allowed to be unmasked most of the flight because (ex. 6) were nursing drinks.
FHIS-0053038	Jan 20, 2022	Jan 20, 2022	Closed	Declined	Just to be brief, (ex. 6) a question regarding the mandatory wearing of face masks by flight crew. It has recently been required for (ex. 6) as a (ex. 6) by (ex. 6) and (ex. 6) station to wear a face covering while flying in the helicopter due to covid.
FHIS-0053046	Jan 20, 2022	Jan 20, 2022	Closed	Declined	The flight attendant kept taking off (ex. 6) mask. (ex. 6) was the flight attendant responsible for making announcements over the intercom to passengers.
FHIS-0053089	Jan 22, 2022	Jan 24, 2022	Closed	Declined	STOP MANDATORY VACCINES for PILOTS!!
FHIS-0053112	Jan 23, 2022	Jan 24, 2022	Closed	Declined	Passenger reporting that passengers were not wearing masks during the flight and would like a refund.

FHIS-0053128	Jan 24, 2022	Jan 24, 2022	Closed	Declined	(ex. 6) witnessed a flight attendant on (ex. 6) segments wearing a black mesh facemask. (ex. 6) could see (ex. 6) lips and nose underneath and when (ex. 6) turned sideways (ex. 6) could (ex. 6) right through it.
FHIS-0053138	Jan 24, 2022	Jan 24, 2022	Closed	Declined	You need to publicly come out and respond to the petition presented to you by the Freedom Flyers. When pilots and stewards/stewardesses get vaccinated, some of them suffer dizziness, blackouts, blood clots, heart attacks, myocarditis etc.,
FHIS-0053145	Jan 24, 2022	Jan 24, 2022	Closed	Declined	(ex. 6) reporting that United did not enforce the mask mandate on (ex. 6) flight from Denver to Jacksonville on 12/25/21
FHIS-0053229	Jan 26, 2022	Jan 27, 2022	Closed	Declined	Tomorrow this individual is going to be boarding a plane after knowingly being positive for Covid from RIC to MCO

FHIS-0053289	Jan 28, 2022	Jan 28, 2022	Closed	Declined	<p>(ex. 6) outraged that airlines are mandating (ex. 6) pilots to be injected with a bioweapon they call a "vaccine".(ex. 6) demanding you take action to stop the bioweapon shots that are making (ex. 6) pilots UNFIT to fly.</p>
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Hotline Number	Open Date	Close Date	Status	Disposition	Summary
S20200319005	Mar 19, 2020	Mar 19, 2020	Closed	Action As Appropriate (Determination Response from POC Required)	Clay Lacy Aviation of Van Nuys CA is knowingly allowing low level employees to come in contact with people known to be tested positive for COVID19
S20200319006	Mar 19, 2020	Jul 9, 2020	Closed	Not Substantiated	An <b>(Ex. 6)</b> Pilot has a desire to intentionally spread the COVID-19 virus.
S20200320002	Mar 20, 2020	Mar 20, 2020	Closed	Information Only (No Response Required)	American Passenger reporting that American is not taking anti-virus steps prior to boarding such as taking temperature of symptomatic Asian passengers
S20200320003	Mar 20, 2020	Mar 20, 2020	Closed	Information Only (No Response Required)	Anonymous suggestion for airlines to install hand sanitizers outside the lav doors and to keep middle seats vacant.
S20200320005	Mar 20, 2020	Mar 20, 2020	Closed	Information Only (No Response Required)	Citizen reporting that an <b>(ex. 6)</b> individual is volunteering at the MYR airport and not self-isolating because <b>(ex. 6)</b> need <b>(ex.6)</b>



S20200320013	Mar 20, 2020	Mar 20, 2020	Closed	Information	Passenger frustrated that the Governor of Puerto Rico has closed the airport and wants the FAA to overrule the governor
S20200320014	Mar 20, 2020	Mar 20, 2020	Closed	Information Only (No Response Required)	Passenger wants FAA to continue to fly into Puerto Rico so (ex.6) can get home.
S20200322001	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	Citizen reporting that (ex.6) Delta (ex.6) workers at JFK have tested positive for COVID-19 but keep going to work for fear of losing (ex.6) jobs.
S20200322002	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	Anonymous flight attendant wants the FAA to warn flight attendants/airlines to not use bleach to clean the interior of aircraft.
S20200322003	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	Citizen reporting that Pacific Air Flight School is still in operation despite California stay at home restrictions
S20200322005	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	Anonymous citizen request to shut down all commercial passengers flights
S20200322008	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	Delta passenger reporting that an obviously ill flight attendant worked a flight with a cough

S20200322009	Mar 22, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	American Airlines flight crew reporting lack of lavatory water as well as cleaning crews not sanitizing the aircraft
S20200323016	Mar 23, 2020	Mar 23, 2020	Closed	Information Only (No Response Required)	A request for the FAA intervene to force the airline to provide monetary refunds instead of vouchers by requiring them to social distancing of passengers on flights instead of loading aircraft to full capacity.
S20200323017	Mar 23, 2020	Jul 9, 2020	Closed	Not Substantiated	An <b>(Ex.6)</b> Pilot has a desire to intentionally spread the COVID-19 virus.
S20200323019	Mar 23, 2020	Mar 24, 2020	Closed	Information Only (No Response Required)	Anonymous concern that JetBlue flight attendants are not allowed to wear masks or any protective gear while on duty.
S20200323020	Mar 23, 2020	Mar 24, 2020	Closed	Information Only (No Response Required)	Citizen reporting that allowing air traffic to operate is spreading the virus and causing unnecessary deaths.

S20200324007	Mar 24, 2020	Mar 24, 2020	Closed	Information Only (No Response Required)	United flight attendant ideas about limiting seating on aircraft to combat the coronavirus and concerns about on board hygiene
S20200326004	Mar 26, 2020	Mar 26, 2020	Closed	Information Only (No Response Required)	Employee of Skymates Inc reports flight school is remaining open and not practicing appropriate social distancing
S20200326006	Mar 26, 2020	Mar 27, 2020	Closed	Information Only (No Response Required)	Ato flight school is operating there business during COVID-19 pandemic.
S20200327002	Mar 27, 2020	Mar 27, 2020	Closed	Information	Swift Air is still scheduling a flight attendant for flights after <b>(ex.6)</b> was exposed to an individual that has tested positive for the VOVID-19 virus..
S20200327003	Mar 27, 2020	Mar 27, 2020	Closed	Information Only (No Response Required)	Anonymous input relating to the ERAU Prescott campus handling of the COVID-19 pandemic as they are pushing students through because of fear of losing their FAA certification
S20200327005	Mar 27, 2020	Mar 27, 2020	Closed	Information Only (No Response Required)	A <b>(ex.6)</b> Manager has a proposal to use ultraviolet light in aircraft A/C systems to kill viruses like COVID-19

S20200327009	Mar 27, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	A general public individual is requesting that the Myrtle Beach Airport to be shutdown.
S20200330001	Mar 30, 2020	Mar 30, 2020	Closed	Information	United Flight Attendant providing <b>(ex.6)</b> suggestions for improving cabin social distancing
S20200330004	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	United Flight Attendant believes cabin crew should be allowed to reseat passengers to accommodate social distancing.
S20200330007	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Anonymous Southwest Flight Attendant reporting concerns with lack of protections and social distancing
S20200330013	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Massey Ranch Airpark Edgewater FI has numerous planes flying in and out ever minute of the day and night during the COVID-19 pandemic
S20200330016	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Anonymous flight attendant wanting air carriers to limit loads to 50% to enhance social distancing guidelines

S20200330018	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Flight Attendant wants first and last rows blocked off for social distancing as well as N95 masks and pre-boarding health checks for passengers
S20200330019	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Flight Attendant recommending ceasing all passenger air travel as flight attendants are likely carrying the virus and spreading it without showing symptoms because their immune systems are so advanced
S20200330021	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Anonymous flight attendant reporting that airlines are not following CDC guidelines for social distancing
S20200330022	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	Southwest Flight Attendant requesting first and last rows be vacant for social distancing as well as TSA medical screening of passengers

S20200330023	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	A flight attendant has ( <b>x. 6</b> ) to being exposed to Covid-19 and is aware that a few of ( <b>ex.6</b> ) coworkers have tested positive for covid-19 yet does not take the necessary precautions to ensure the public's safety against the virus.
S20200330035	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	An individual believes that aircraft are transporting the the COVID-19 virus and only flight with full passenger loads should allowed to depart after everyone has been tested.
S20200330036	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	An ( <b>ex. 6</b> ) Pilot believes the lack of any travel and health screening and restrictions will greatly expedite the rate of infections and deaths from COVID-19 occurring in the US.
S20200330037	Mar 30, 2020	Mar 30, 2020	Closed	Information Only (No Response Required)	A ( <b>ex. 6</b> ) Instructor is requesting an extension on ( <b>ex. 6</b> ) IPC due to not being able to obtain instrument currency due to COVID-19.

S20200331006	Mar 31, 2020	Mar 31, 2020	Closed	Information Only (No Response Required)	A passenger has been trying to cancel or postpone ( <b>ex. 6</b> ) tickets because of the Covid-19 and has not received a response or any notifications of their flight.
S20200331008	Mar 31, 2020	Mar 31, 2020	Closed	Information	A ( <b>ex. 6</b> ) is requesting the FAA to provide the State of Hawaii with input prior to the release of the mandate about airline crews wearing mask inflight.
S20200331012	Mar 31, 2020	Mar 31, 2020	Closed	Information Only (No Response Required)	A flight Attendant is inquiring if the FAA has considered restricting the number of total passenger counts on flights being scheduled and only allowing individuals that have an essential function access to air travel (not leisure).

S20200401015	Apr 1, 2020	Apr 1, 2020	Closed	Information	A <b>(ex. 6)</b> pilot is requesting that pilots whose annual recurrent training should occur in the <b>(ex. 6)</b> timeframe be relieved from compliance for safety concerns related to the possible exposure to COVID-19 as flight physicals.
S20200402006	Apr 2, 2020	Oct 7, 2020	Closed	Information	Commercial airlines are transporting corona virus positive patients on commercial aircraft without infection prevention protocols in place. (Covid-19)
S20200402007	Apr 2, 2020	Apr 2, 2020	Closed	Information Only (No Response Required)	Anonymous complaint against LSG Sky chefs in Los Angeles CA, stating that <b>(ex.6)</b> workers have tested positive for covid 19, informed mangers, and employees are still required to go work. (Covid-19)
S20200402008	Apr 2, 2020	Apr 2, 2020	Closed	Information Only (No Response Required)	Passenger had to take bus from aircraft to terminal in SEA and unable to maintain 6 feet of separation. (Covid-19)



S20200402010	Apr 2, 2020	Apr 2, 2020	Closed	Information Only (No Response Required)	A Flight Attendant who has contracted COVID-19 request a full shut down of commercial air travel in order to flatten the curve.
S20200402012	Apr 2, 2020	Apr 2, 2020	Closed	Information Only (No Response Required)	An <b>(ex.6)</b> Pilot is traveling across state lint violating stay at home orders from both states <b>(ex.6)</b> is traveling in. (COVID-19)
S20200403005	Apr 3, 2020	Apr 6, 2020	Closed	Information Only (No Response Required)	Citizen reporting <b>(ex.6)</b> concerns that <b>(ex.6)</b> American Airlines flight attendant <b>(ex.6)</b> is at risk for coronavirus on flights with passengers who should be sheltering in place
S20200406006	Apr 6, 2020	Apr 6, 2020	Closed	Information Only (No Response Required)	A private pilot has been traveling back and forth during COVID-19 outbreak.
S20200407001	Apr 7, 2020	Apr 7, 2020	Closed	Information Only (No Response Required)	Request for the FAA make it mandatory for all flight schools to suspend their operations until during COVID-19 for public safety.
S20200407005	Apr 7, 2020	Apr 7, 2020	Closed	Information Only (No Response Required)	A passenger was acting suspicious and coughing without covering <b>(ex.6)</b> mouth and coughed on the cabin crew (COVID-19)

S20200407010	Apr 7, 2020	Apr 10, 2020	Closed	Information Only (No Response Required)	What's being reported: Pilot is performing aerobatics during COVID-19 stay at home order in place. Request to suspend the use of aerobatic box.
S20200407011	Apr 7, 2020	Apr 7, 2020	Closed	Information Only (No Response Required)	A flight attendant was allowed to fly after being exposed to COVID-19 on a previous trip.
S20200408001	Apr 8, 2020	Apr 8, 2020	Closed	Information Only (No Response Required)	A drone pilot is using a drone at the east river park to tell people to social distance during the pandemic.
S20200408009	Apr 8, 2020	Apr 8, 2020	Closed	Information Only (No Response Required)	Requesting the FAA to require Flight Schools to close during the COVID-19 pandemic
S20200408011	Apr 8, 2020	Apr 8, 2020	Closed	Information Only (No Response Required)	A request for the FAA to suspend Allegiant Airline's operation during COVID-19
S20200408012	Apr 8, 2020	Apr 9, 2020	Closed	Information Only (No Response Required)	The airlines are not decontaminating their aircraft thoroughly and the FAA should require the airlines to perform a through decontamination for public safety.(COVID-19).

S20200408014	Apr 8, 2020	Jul 20, 2020	Closed	Not Substantiated	The <b>(ex.6)</b> Blue Line Aviation has made threats in an email to <b>(ex.6)</b> to include \$500 incentives to <b>(ex.6)</b> to tattle on <b>(ex.6)</b> that complain to the press or the FAA regarding (COVID-19).
S20200409005	Apr 9, 2020	Apr 9, 2020	Closed	Information Only (No Response Required)	Repeat anonymous input pertaining to a pilot's alleged statements that <b>(ex.6)</b> would enjoy spreading the coronavirus
S20200409006	Apr 9, 2020	Apr 9, 2020	Closed	Information Only (No Response Required)	Comment "FLIGHT ATTENDANTS are deemed essential workers but airlines are not required to provide access to masks, wipes, gloves."
S20200409008	Apr 9, 2020	Apr 9, 2020	Closed	Information Only (No Response Required)	American Airlines flight attendant says that the company "lacks the well-being of its employees"
S20200410009	Apr 10, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	A member of the general public's car and truck is constantly being pelted with brown droplets for aircraft flying overhead and is unsure if it is contaminated with COVID-19

S20200410010	Apr 10, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	An <b>(ex.6)</b> Pilot has a desire to intentionally spread the COVID-19 virus.
S20200413004	Apr 13, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	A passenger suggests that every single passenger who boards a flight on any airline, domestic or international, should be given a 3 ounce bottle of hand sanitizer.
S20200413005	Apr 13, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	A <b>(ex.6)</b> suggests the <b>(ex. 6)</b> to wear a "face mask" during flight instruction and <b>(ex. 6)</b> and Applicant during a flight check
S20200413007	Apr 13, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	Piedmont Airlines <b>(ex.6)</b> managers and upper level management are not doing anything to protect <b>(ex.6)</b> agents from COVID-19 exposure.

S20200413013	Apr 13, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	A repeat anonymous hearsay input that an ( <b>ex. 6</b> ) pilot is desirous of intentionally spreading the coronavirus
S20200413019	Apr 13, 2020	Apr 13, 2020	Closed	Information Only (No Response Required)	An anonymous request to have an ( <b>ex. 6</b> ) stop performing ( <b>ex. 6</b> ) physicals during the COVID-19 pandemic
S20200414005	Apr 14, 2020	Apr 14, 2020	Closed	Information Only (No Response Required)	Aviation institute of Maintenance in Indianapolis is using the FAA's COVID-19 policies as an excuse to keep the school open.
S20200415001	Apr 15, 2020	Apr 15, 2020	Closed	Information Only (No Response Required)	A passenger is inquiring what COVID-19 precautionary measures are they taking on their scheduled flight in May?
S20200416005	Apr 16, 2020	Apr 16, 2020	Closed	Information Only (No Response Required)	A member of the general public believes Flight academies operating during the COVID-19 pandemic seems to violate all federal and state guidelines for business and schools.

S20200416015	Apr 16, 2020	Apr 16, 2020	Closed	Information Only (No Response Required)	A member of the general public has a suggestion to increase air quality and during flights and reduce air particulates circulating in air cabins COVID-19.
S20200420005	Apr 20, 2020	Apr 21, 2020	Closed	Information Only (No Response Required)	a <b>(ex. 6)</b> pilot and <b>(ex. 6)</b> (a flight attendant) have both tested positive for Covid19 and have not let <b>(ex.6)</b> airlines know.
S20200420011	Apr 20, 2020	Apr 21, 2020	Closed	Information	A repeat anonymous hearsay input that an <b>(ex. 6)</b> pilot is desirous of intentionally spreading the coronavirus
S20200421003	Apr 21, 2020	Apr 21, 2020	Closed	Information Only (No Response Required)	Southwest airlines is not seating passengers to comply with CDD social distancing guidelines COVID-19.
S20200423001	Apr 23, 2020	Apr 24, 2020	Closed	Information Only (No Response Required)	Passenger at high risk of COVID-19 complications is requesting a refund for <b>(ex. 6)</b> American Airlines tickets instead of a voucher.

S20200424006	Apr 24, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	A passenger looking for a refund from American Airlines on a flight scheduled during the COVID-19 pandemic.
S20200424007	Apr 24, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	American Airlines flew a full airplane to Miami from New York. Only half of the passengers had PPE(masks).
S20200427002	Apr 27, 2020	Nov 5, 2020	Closed	Not Substantiated	Elizabeth Police Department in New Jersey is using a fleet of DJI drones citywide to enforce social distancing/gathering orders from the governor in response to the COVID-19 pandemic. This operation is over a densely populated area within Class B airspace
S20200427004	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	A repeat anonymous hearsay input that an ( <b>ex. 6</b> ) pilot is desirous of intentionally spreading the coronavirus

S20200427008	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	(ex. 6) employee concerned about the increased passenger loads and suggests the FAA mandate reduced capacity (COVID-19)
S20200427009	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	Pilot at Taichung was sick and (ex. 6) rushed though the airport without proper checks on (ex. 6) way to USA (COVID-19)
S20200427011	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	Pilots at Metro Aviation are being FORCED to transport COVID-19 patients, and being told to fly with AC or heat on at all times.
S20200427016	Apr 27, 2020	Oct 7, 2020	Closed	Information	The flight attendants on Delta flight DL726 from DTW to PHX on 01/26/2020 were not wearing masks.
S20200427017	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	A request to make masks mandatory for all crew members, support employees and ALL PASSENGERS.(COVID-19)
S20200427018	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	A request for the FAA to make masks mandatory on all flights (COVID-19)



S20200427021	Apr 27, 2020	Apr 28, 2020	Closed	Information Only (No Response Required)	Pompano Beach Flying Club are utilizing their aircraft for nonessential flights and not disinfecting the aircraft after flights.
S20200428002	Apr 28, 2020	Apr 28, 2020	Closed	Information	A passenger would like to know why everyone on a plane is not required to wear a mask.
S20200429014	Apr 29, 2020	Apr 29, 2020	Closed	Information Only (No Response Required)	Requesting that the FAA implement a regulation for all Airlines to mandate the use of PPE by all onboard aircraft for the health and safety of all.
S20200430001	Apr 30, 2020	May 1, 2020	Closed	Information Only (No Response Required)	Flight attendant requesting that passengers be required to wear masks as loads are beginning to increase.
S20200430002	Apr 30, 2020	May 1, 2020	Closed	Information Only (No Response Required)	Flight attendants are asking the FAA to mandate all US airlines require the use of face masks for all travelling public. Also, for all companies to be required to use fogging systems before flights.

S20200504035	May 4, 2020	May 4, 2020	Closed	Information Only (No Response Required)	There are flights coming to New York (JFK) from Wuhan and they are parking at the International arrivals terminal (meaning passengers not cargo).
S20200506003	May 6, 2020	May 8, 2020	Closed	Information	JetBlue has announcer all passengers must ware face mask. This will impede O2 in case of a rapped decompression event. Also some of us need to read lips to understand instructions.
S20200511005	May 11, 2020	May 11, 2020	Closed	Information	Passenger upset that Allegiant flight was crowded and passengers could not be adequately spaced (COVID-19).
S20200511007	May 11, 2020	May 11, 2020	Closed	Information	Passenger disappointed that American Airlines was not following CDC guidelines on a recent flight (COVID-19)
S20200511009	May 11, 2020	May 11, 2020	Closed	Information	Reporter believes that CPAP machines need to be banned from commercial flights as they aerosolize viral particles and cause risk to others (COVID-19).

S20200511014	May 11, 2020	May 11, 2020	Closed	Information	Report (not aviation related) about Canada's immigration policy.(COVID-19)
S20200511021	May 11, 2020	May 11, 2020	Closed	Information	JetBlue flight attendant not wearing facemask or adhering to social distancing (COVID-19).
S20200511026	May 11, 2020	May 11, 2020	Closed	Information	An ( <b>ex. 6</b> ) Pilot has health and safety concerns regarding use of masks by passengers and employees on the airplanes and for long durations on the ground, such as 4 hour simulator events.
S20200512006	May 12, 2020	May 12, 2020	Closed	Information	General complaint requesting the FAA take action to introduce and enforce new regulations on domestic carriers that take the passengers' safety into consideration.
S20200513003	May 13, 2020	May 13, 2020	Closed	Information	The FAA needs to insure that plastic safety shields are installed on the arm rests so that passengers have a barrier between themselves.(COVID)

S20200513008	May 13, 2020	May 13, 2020	Closed	Information	What good does it do the public and the crew if people are allowed to be unprotected during the flight? (COVID-19)
S20200514003	May 14, 2020	May 14, 2020	Closed	Information	Reporter urging the FAA to implement uniform MANDATORY requirements for the duration of this pandemic to include wearing of face masks and social distancing.
S20200515006	May 15, 2020	May 18, 2020	Closed	Information	Allegiant passenger reporting majority of passengers forced into the <b>(ex. 6)</b> rows of a mostly empty aircraft.
S20200518006	May 18, 2020	May 18, 2020	Closed	Information	On a Hawaiian Airlines flight more than 1/2 of the seats were empty, but the crew seated passengers clustered together in the front half of the aircraft, while the back half of remained empty
S20200518014	May 18, 2020	May 18, 2020	Closed	Information	Allegiant passenger concerned that there were few COVID-19 precautions taken on a flight.

S20200518016	May 18, 2020	May 18, 2020	Closed	Information	Reporter asks that the FAA consider medical conditions for people who are unable to wear masks and that they should be recommended, but not required on flights.
S20200518018	May 18, 2020	May 18, 2020	Closed	Information	Request that FAA mandate passengers wear masks on airplanes. (COVID)
S20200518024	May 18, 2020	May 18, 2020	Closed	Information	Frontier said they changed the policy and now give no refunds and charge more in change fees than the flight costs.
S20200518025	May 18, 2020	May 18, 2020	Closed	Information	A passenger was on a packed flight from Punta Gorda to CVG last night that had way too many people on the flight
S20200519001	May 19, 2020	May 19, 2020	Closed	Information	The crew allowed passengers to ignore <b>(ex. 6)</b> announcements and remove <b>(ex. 6)</b> masks during the flight. <b>(ex. 6)</b> lost control of the cabin in the resulting shouting match between customers who don't believe the risks of the virus and those trapped with them.

S20200519004	May 19, 2020	May 19, 2020	Closed	Information	Despite being labelled as "humanitarian", the Vietnamese government sold flight tickets between \$2,000 and \$2,500, which is around 3 times higher than a typical commercial flight.
S20200520006	May 20, 2020	May 21, 2020	Closed	Information	United Airlines refuses to seat passengers according to CDC guidelines, and still continues to place passengers in middle seats
S20200521001	May 21, 2020	May 21, 2020	Closed	Information	A passenger reported that not everyone is wearing a mask and people are taking off their mask. No one is enforcing the wearing mask policy on the flights.
S20200521004	May 21, 2020	May 21, 2020	Closed	Information	No social distancing is in place on American flight in first class. They have packed the seating in an effort to gain profits.
S20200521005	May 21, 2020	May 21, 2020	Closed	Information	With the current pandemic going on there is no social distancing being practiced in Terminal 4 of JFK

S20200521006	May 21, 2020	May 21, 2020	Closed	Information	Moore Aviation and AcePilot Training are operating while the Commonwealth is under a stay-at-home order issued by the PA Governor.
S20200521007	May 21, 2020	May 21, 2020	Closed	Information	A flight attendant has been out here flying with tens of thousands of other front line crew members and passengers for months without masks.
S20200526016	May 26, 2020	May 26, 2020	Closed	Information	American Passenger reporting that <b>(ex. 6)</b> was assure that seats were blocked for social distancing. Instead <b>(ex. 6)</b> passengers were seated in the back, even though empty seats were available in FC and main cabin for additional fees.
S20200526020	May 26, 2020	May 26, 2020	Closed	Information	Passenger reporting that flight attendants wearing face masks is a safety issue because many <b>(ex. 6)</b> passengers read lips during safety briefings.

S20200526021	May 26, 2020	Jun 22, 2020	Closed	Information	Even though American Airlines has stated it would block every other middle seat, the flight was full with the exception of the seats near the FA jumpseats. This is misleading.(Covid-19)
S20200526022	May 26, 2020	May 26, 2020	Closed	Information	Notification that American Airlines is putting the nations saftey at great risk during the coronavirus crisis by operating a completely full flight.
S20200526023	May 26, 2020	May 26, 2020	Closed	Information	Delta passenger was displeased with the cleanliness of the aircraft seating area and lavatories.
S20200526028	May 26, 2020	May 26, 2020	Closed	Information	<b>(ex. 6)</b> suggest that with so many planes sitting for a long period, it may be wise to create a procedure where: the engines are run for a while to make sure everything is working properly, and fuel is checked for sediment.



S20200526035	May 26, 2020	May 26, 2020	Closed	Information	Video ( <b>ex. 6</b> ) has surfaced taken by a drone with a near miss with The Blue Angels during one of ( <b>ex. 6</b> ) flyovers honoring COVID-19 health care workers .
S20200527019	May 27, 2020	May 28, 2020	Closed	Information	The flight listed above has every seat filled--a situation dangerous to everyone on board due to Covid-19.
S20200528002	May 28, 2020	May 28, 2020	Closed	Information	Full American Airlines flight. American Airlines is putting a lot of passengers at risk of contracting COVID -19 by filling up ( <b>ex. 6</b> ) aircraft. (COVID-19)
S20200605008	Jun 5, 2020	Jun 8, 2020	Closed	Information	I am outraged that American carriers are not enforcing an in-flight face mask requirement FOR ALL PASSENGERS AND CREW, and continue to operate very full flights precluding any possibility of social distancing.
S20200608016	Jun 8, 2020	Jun 8, 2020	Closed	Information	American Airlines is not taking the wearing of face masks seriously. (COVID)

S20200609005	Jun 9, 2020	Jun 10, 2020	Closed	Information	(ex. 6) requesting the FAA take a role in increasing airlines (and airports) ability to enforce wearing a mask on the ground and on aircraft during the pandemic. (COVID-19)
S20200615007	Jun 15, 2020	Jun 15, 2020	Closed	Information	Swift Air Flight Attendant upset that the aircraft are not being cleaned during the pandemic.
S20200617022	Jun 17, 2020	Jun 17, 2020	Closed	Information	Reporter is disappointed the airlines (ex. 6) normally used have opted out of ADA standards. Reporter stated there are ill affects of wearing masks, especially by the untrained.
S20200617033	Jun 17, 2020	Jun 17, 2020	Closed	Information	The ATIP documents identify for the first time exactly what was shipped to China. COVID-19
S20200618003	Jun 18, 2020	Jun 18, 2020	Closed	Information	United airlines claims that they are following proper procedures for COVID-19, but they are not blocking seats and mandating mask usage as promised on website. (COVID-19)

S20200619038	Jun 19, 2020	Jun 22, 2020	Closed	Information	(ex. 6) in (ex. 6) seat (ex. 6) ready to takeoff and (ex. 6) tray was ungodly disgusting (ex. 6) took pictures of it (ex. 6) contact Southwest and (ex. 6) do not care COVID-19.
S20200622002	Jun 22, 2020	Jun 22, 2020	Closed	Information	Member of the public feels that the FAA should require the use of masks on aircraft (COVID-19).
S20200622006	Jun 22, 2020	Jun 22, 2020	Closed	Information	(ex. 6) wanting to know if there are studies regarding passengers and crew wearing masks for many hours a day at altitude in an aircraft that already has less oxygen.
S20200624018	Jun 24, 2020	Jun 24, 2020	Closed	Information	(ex. 6) flights would not be at full capacity and temperatures would be taken prior to boarding. No temperatures taken (either flight) and the flights were both full.
S20200625005	Jun 25, 2020	Jul 3, 2020	Closed	Information	Passenger is upset that people in O'Hare are not wearing masks and wants the FAA to step-up. (COVID-19)

S20200625025	Jun 25, 2020	Jul 3, 2020	Closed	Information	(ex. 6) at Oakland international. (ex. 6) employees were texted Monday night that a co worker had a fever and sent a picture of thermometer showing 100.4. That employee worked Monday. COVID-19
S20200625026	Jun 25, 2020	Jul 3, 2020	Closed	Information	The kind of Physical Distancing practiced by American Airlines is totally unacceptable. COVID-19
S20200626001	Jun 26, 2020	Jul 3, 2020	Closed	Information	(ex. 6) FA concerned that Envoy's requiring the use of face masks will restrict air flow to passengers at cruise altitudes as well as security concerns due to not being able to "read" faces.
S20200629018	Jun 29, 2020	Jul 3, 2020	Closed	Information	Passenger is displeased that the FAA is allowing AA and United to book to full capacity. (COVID-19)
S20200629024	Jun 29, 2020	Jul 3, 2020	Closed	Information	Improper flight attendant prebrief. Informed pax that yes of mask is a CDC regulation.

S20200629029	Jun 29, 2020	Jul 3, 2020	Closed	Information	American Airlines has been lying about flying at lowered capacities and supporting social distancing.
S20200630012	Jun 30, 2020	Jul 3, 2020	Closed	Information	News reportings state airlines are flying at almost full capacity!!!
S20200701001	Jul 1, 2020	Jul 3, 2020	Closed	Information	The FAA should determine and mandate things like masks, disinfectant, seating, etc on a uniform, national level for passengers, equipment and crew. (COVID-19)
S20200701003	Jul 1, 2020	Jul 3, 2020	Closed	Information	Passenger on American Airlines is upset that FA was not wearing ( <b>ex. 6</b> ) mask properly and did not enforce wearing of masks by passengers. (COVID-19)
S20200701007	Jul 1, 2020	Jul 3, 2020	Closed	Information	To put simply ( <b>ex. 6</b> ) Students have been diagnosed with covid 19 from this campus which is located in Dallas county a hot spot for the resent outbreak of covid 19.

S20200706012	Jul 6, 2020	Jul 8, 2020	Closed	Information	(ex. 6) other passengers improperly wearing masks for Covid while on the plane. (ex. 6) attendant pass by area at least twice and fail to notice or enforce mask wearing.
S20200706044	Jul 6, 2020	Jul 6, 2020	Closed	Information	Spirit Airlines round trip Detroit to Orlando July 1-2, 2020 had many issues with their lack of health and safety precautions related to COVID-19.
S20200706056	Jul 6, 2020	Jul 6, 2020	Closed	Information	American Airlines flight 7 is flying at 100 percent capacity. (COVID-19)
S20200706064	Jul 6, 2020	Jul 6, 2020	Closed	Information	The flight was overfilled. No safety concerns based on middle seats being filled. (COVID-19)
S20200708018	Jul 8, 2020	Jul 9, 2020	Closed	Information	An American Airlines flight attendant did not wear a face covering during these COVID-19 precautions.
S20200709009	Jul 9, 2020	Jul 9, 2020	Closed	Information	Passengers had to sit at the gate for over 2 hours with limited ventilation in the midst of the Covid-19 pandemic.

S20200710007	Jul 10, 2020	Jul 13, 2020	Closed	Information	American Airlines passenger reporting that they are not social distancing and not enforcing mask wear.
S20200713014	Jul 13, 2020	Jul 14, 2020	Closed	Information	A flight attendant was alerted passenger that was seated in the row on the right side would not wear a face mask
S20200713018	Jul 13, 2020	Jul 14, 2020	Closed	Information	Allegiant Air flight attendant testing positive for COVID-19 within 24 hours of flying for Allegiant and coming into contact with other crew members as well as passengers.
S20200714022	Jul 14, 2020	Jul 16, 2020	Closed	Information	A breach of COVID19 Social distancing rules by American Airlines.
S20200714024	Jul 14, 2020	Jul 16, 2020	Closed	Information	A <b>(ex. 6)</b> crewmember opposed wear a face mask for safety reasons. COVID-19
S20200715009	Jul 15, 2020	Jul 16, 2020	Closed	Information	The FAA is just completely Wrong in not mandating 100% full and enthusiastic compliance in the wearing of protective masks by all traveling passengers and employees.

S20200720012	Jul 20, 2020	Jul 20, 2020	Closed	Information	A passenger on AA was dipping and spitting into <b>(ex. 6)</b> cup. The flight attendant did not survey the cabin and require passenger to stop. Feels this is a safety issue.
S20200720024	Jul 20, 2020	Jul 21, 2020	Closed	Information	Passenger was removed from flight due to a baggage dispute, and ultimately a disagreement with a FA. Passenger <b>(ex. 6)</b> the FA also removed <b>(ex. 6)</b> mask and endangered <b>(ex. 6)</b> .
S20200720029	Jul 20, 2020	Jul 21, 2020	Closed	Information	<b>(ex. 6)</b> concerned that airlines are not comply with 6 foot social distancing.
S20200720033	Jul 20, 2020	Jul 20, 2020	Closed	Information	Spirit airlines did not follow any COVID 19 guidelines and had passengers right next to each other in seats.
S20200721008	Jul 21, 2020	Jul 21, 2020	Closed	Information	Alliance Aviation will not refund money paid for A320 Type Rating Course they postponed due to Covid-19.



S20200722003	Jul 22, 2020	Jul 22, 2020	Closed	Information	Southwest Airlines Flight Attendant does not think <b>(ex. 6)</b> should wear masks when <b>(ex. 6)</b> are sitting in <b>(ex. 6)</b> jumpseat's because it might impede safety related duties.
S20200722015	Jul 22, 2020	Jul 22, 2020	Closed	Information	ALLIANCE AVIATION is not refunding money to foreign nationals that are unable to attend training due to COVID-19 restrictions.
S20200724010	Jul 24, 2020	Jul 24, 2020	Closed	Information	Anonymous report that Mountain Aviation (VQMA) has had seven employees test positive for COVID-19 and at least one is at work.
S20200724018	Jul 24, 2020	Jul 27, 2020	Closed	Information	Input from DOT: Failure to require face masks as protection for Covid 19 FAA MUST REQUIRE PASSENGERS AND CREW WEAR FACE MASKS AS A PRECONDITION FOR FLYING!!! OR WILL THIS UPSET TRUMP??? WAKEUP!!!!!!

S20200728002	Jul 28, 2020	Jul 28, 2020	Closed	Information	(ex. 6) concern about (ex. 6) trainers at the Spirit Airlines Training Center who posted on (ex. 6) that (ex. 6) has Covid-19. (ex. 6) has now potentially infected many others and the training center needs to quarantine. (COVID-19)
S20200730004	Jul 30, 2020	Jul 31, 2020	Closed	No Action	A repeat anonymous hearsay input that an (ex. 6) pilot is desirous of intentionally spreading the coronavirus
S20200803005	Aug 3, 2020	Aug 4, 2020	Closed	Information	Passenger flew from GRU to IAH and then from IAH to SFO on the same aircraft. Items that were left on the first flight were able to be retrieved. We concluded that UA did not clean the airplane in between flights, nor was it inspected by CBP.

S20200803010	Aug 3, 2020	Aug 5, 2020	Closed	Information	A repeat anonymous hearsay input that an <b>(ex. 6)</b> pilot is desirous of intentionally spreading the coronavirus
S20200803031	Aug 3, 2020	Aug 3, 2020	Closed	Information	This company has zero morals and violated FAA site guidelines. Today, <b>(ex. 6)</b> brought a bunch of <b>(ex. 6)</b> models for a 'photo shoot' in <b>(ex. 6)</b> hangar.
S20200804014	Aug 4, 2020	Aug 4, 2020	Closed	Information	Reporter stated there was very limited physical distance between passengers on American Airlines flight.
S20200806002	Aug 6, 2020	Nov 5, 2020	Closed	Not Substantiated	Covid-19 safety measures are in place to protect workers and customers alike. Yet <b>(ex. 6)</b> sitting <b>(ex. 6)</b> with an <b>(ex. 6)</b> and multiple food items from home.

S20200807002	Aug 7, 2020	Aug 7, 2020	Closed	Information	Passenger was displeased at actions taken by American Airlines crew regarding social distancing on the aircraft and mask usage.
S20200810013	Aug 10, 2020	Aug 10, 2020	Closed	Information	Passenger reporting no COVID-19 protols in place at KCLT or on PSA 5405
S20200810028	Aug 10, 2020	Aug 10, 2020	Closed	Information	Individual has been flying in and out of highly rated states and not adhering to the 14day quarantine that has been mandated. (COVID19)
S20200811011	Aug 11, 2020	Aug 16, 2020	Closed	Information	The pilot Has been flying for the past 3 weeks from Virginia, California, and now Georgia. Without quarantining in between the trips to these different states that have high rates of Covid-19 cases
S20200812008	Aug 12, 2020	Aug 16, 2020	Closed	Information	By "requiring" passengers to wear "masks" American Airlines is violating the type certificate of the aircraft, its oxygen system requirements for emergencies, the requirement to have emergency instructions etc.

S20200812021	Aug 12, 2020	Aug 16, 2020	Closed	Information	Passenger not wearing masks and not social distancing on the flight
S20200813002	Aug 13, 2020	Aug 16, 2020	Closed	Information	A flight attendant is being harassed for telling a passenger ( <b>ex. 6</b> ) did not have to wear a mask due to the passenger not being able to breath while wearing it.
S20200814010	Aug 14, 2020	Aug 16, 2020	Closed	Information	A suggestion to place disinfection chambers around the airport
S20200814011	Aug 14, 2020	Aug 16, 2020	Closed	Information	Many people on the plane were not wearing masks throughout the flight.
S20200817009	Aug 17, 2020	Aug 17, 2020	Closed	Information	Member of the public wants to know if Covid-19 test results and symptoms are checked before boarding and traveling cross country, as article indicates someone is flying from a hotspot.
S20200817023	Aug 17, 2020	Aug 17, 2020	Closed	Information	Passenger finds it extremely alarming that American Airlines, in fact all airlines, are putting their pilots' cognitive and physical health at risk by requiring mask usage.

S20200817031	Aug 17, 2020	Aug 17, 2020	Closed	Information	A passenger with cancer stuck on the ramp for more than two hours during COVID-19.
S20200818006	Aug 18, 2020	Aug 18, 2020	Closed	Information	Input about United Airlines filling all the seats by a passenger who does not believe masks to be effective.
S20200818007	Aug 18, 2020	Aug 19, 2020	Closed	Information	Make masks mandated on planes to stop this pandemic
S20200820016	Aug 20, 2020	Aug 24, 2020	Closed	Information	Citizen reporting that BSQA is not following social distancing or cleaning their aircraft.
S20200824003	Aug 24, 2020	Aug 26, 2020	Closed	Information	YouTube video showing Wuhan pool party and concerns that participants will be allowed to travel to US. (COVID-19)
S20200824005	Aug 24, 2020	Aug 26, 2020	Closed	Information	<b>(ex. 6)</b> pilot is urging the FAA to intervene to prevent JetBlue Airways from forcing a pilot to wear face coverings while operating an aircraft.
S20200826006	Aug 26, 2020	Aug 26, 2020	Closed	Information	We are in a pandemic and this plane is not following safety guidelines.

S20200827014	Aug 27, 2020	Aug 28, 2020	Closed	Information	Flying low causing air pollution. Loud engine noises.
S20200828008	Aug 28, 2020	Sep 4, 2020	Closed	Information	Pilot refuses to wear a face mask in the cockpit.
S20200831010	Aug 31, 2020	Sep 4, 2020	Closed	Information	No adherence to COVID safety precautions on Spirit Air-all seats were full and there was no spacing as advertised. <b>(ex. 6)</b> sanitation stations anywhere near terminal or flight. (COVID)
S20201028004	Oct 28, 2020	Oct 28, 2020	Closed	Information	<b>(ex. 6)</b> pilot stalking <b>(ex. 6)</b>
S20201112018	Nov 12, 2020	Nov 12, 2020	Closed	Information	Unnecessary ATC hold placed on flight despite good weather at both airports according to FAA website.
S20210127011	Jan 27, 2021	Jan 27, 2021	Closed	Information	<b>(ex. 6)</b> the FAA knowledge test for instrument rating and the testing facility was not observing covid social distancing procedures.

S20210209002	Feb 9, 2021	Feb 9, 2021	Closed	Information	Passenger was unhappy with United customer service and Covid protocols during check in. Also pilots were not wearing masks in cockpit or when exiting cockpit to use lavatory.
S20210210001	Feb 10, 2021	Feb 10, 2021	Closed	Information	Passenger in <b>(ex. 6)</b> of flight 5390 on American Airlines was reminded twice before take off to properly wear a mask. After takeoff <b>(ex. 6)</b> went without a mask for 10 minutes and was passed over by the same flight attendant who reminded <b>(ex. 6)</b> before take off
S20210324004	Mar 24, 2021	Apr 2, 2021	Closed	Information	The FAA levied a fine of \$14,000 because someone wouldn't wear a mask on an airplane yet you let <b>(ex. 6)</b> fly unmasked and nothing is done about it.
S20210329003	Mar 29, 2021	Mar 29, 2021	Closed	Information	A member of the traveling public, is concerned that American airline would actively discourage its pilots from obtaining the COVID-19 vaccine.



S20210525010	May 25, 2021	Aug 4, 2021	Closed	Not Substantiated	American Airlines Flight Attendants Failed to Enforce Covid-19 Mask Policy.
S20210622003	Jun 22, 2021	Sep 13, 2021	Closed	Not Substantiated	A passenger on <b>(ex. 6)</b> flight refused to wear <b>(ex. 6)</b> mask. <b>(ex. 6)</b> was told repeatedly by the FAs and ground operations and continued to remove it.
S20210714001	Jul 14, 2021	Aug 11, 2021	Closed	Not Substantiated	Passenger reporting lack of mask enforcement on SW Flight 2359.
S20210804015	Aug 4, 2021	Aug 4, 2021	Closed	Information	<b>(ex. 6)</b> employees that there were several sick children with outward obvious COVID like symptoms again and asked <b>(ex. 6)</b> not to allow <b>(ex. 6)</b> on the airplane. The employees were dismissive and visibly irritated that <b>(ex. 6)</b> voicing a safety concern.
S20211018030	Oct 18, 2021	Oct 19, 2021	Closed	Information	<b>(ex. 6)</b> being forced to accept a medical procedure by American Airlines, and that is taking an experimental vaccination against covid19.

S20211123018	Nov 23, 2021	Nov 24, 2021	Closed	Information	The flight was a afternoon flight and was very close to capacity. We noticed in the gate area several people, especially a large number of <b>(ex. 6)</b> passengers, not complying with the mask mandate.
S20211213005	Dec 13, 2021	Dec 13, 2021	Closed	Information	Once <b>(ex. 6)</b> boarded the aircraft, there were several passengers that removed <b>(ex. 6)</b> masks and kept them off for most of or the entire the flight. <b>(ex. 6)</b> and <b>(ex. 6)</b>
S20211227020	Dec 27, 2021	Dec 29, 2021	Closed	Information	<b>(ex. 6)</b> previously asked a flight attendant if <b>(ex. 6)</b> could eat and <b>(ex. 6)</b> yes but just to secure <b>(ex.6)</b> masks when finished) when <b>(ex. 6)</b> noticed the passengers in <b>(ex. 6)</b> starting taking pictures of <b>(ex. 6)</b> and discussing whether or not to report <b>(ex. 6)</b>

S20211227057	Dec 27, 2021	Dec 29, 2021	Closed	Information	(ex. 6) tested positive for covid 19 the day after (ex. 6) flight (Christmas Eve). (ex. 6) is symptomatic and (ex. 6) tested positive. (ex. 6) notified the airline (ex. 6) would notify other passengers. No email was sent and no one was notified.
S20211230013	Dec 30, 2021	Dec 30, 2021	Closed	Referred	AALA passenger reporting specific passengers were not complying with the mask mandate although cabin crew attempted to get their compliance.
S20220103029	Jan 3, 2022	Jan 3, 2022	Closed	Information	(ex. 6), immediately besides (ex. 6) had the mask hanging on (ex. 6) ear, and (ex. 6) talking on the phone the mask was on (ex. 6) throat.
S20220103038	Jan 3, 2022	Jan 4, 2022	Closed	Information	(ex. 6) on the Dec. 28, 2021 UA317 flight had (ex. 6) mask below (ex. 6) chin for two and a half of the three hour long flight. (ex. 6) reading, eating and drinking, and sleeping and snoring and had the mask under (ex. 6) chin.

S20220103052	Jan 3, 2022	Jan 4, 2022	Closed	Information	I would like to inform about Covid-19 positive passengers preparing to fly Spirit airlines from Chicago to Cancun.
S20220104004	Jan 4, 2022	Jan 5, 2022	Closed	Information	Passengers were brazenly not wearing masks and the flight crew on United 507 Denver to Omaha, January 3, let it happen
S20220105002	Jan 5, 2022	Jan 5, 2022	Closed	Information	A Flight Attendant ( <b>ex. 6</b> ) told a flight attendant That in fact it wasn't possible ( <b>ex. 6</b> ) to have covid, though ( <b>ex. 6</b> ) is not a doctor, and that ( <b>ex. 6</b> ) failure to report for the trip is unacceptable.
S20220105004	Jan 5, 2022	Jan 5, 2022	Closed	Information	I am a concerned passenger that is questioning why the FAA would mandate the COVID vaccination
S20220105016	Jan 5, 2022	Jan 10, 2022	Closed	Information	Southwest Airlines has stopped pulling flight attendants that are exposed to Covid-19 at work because they are vaccinated. In this instance the flight attendant.

S20220110047	Jan 10, 2022	Jan 11, 2022	Closed	Information	Multiple passengers in (ex. 6) kept (ex. 6) masks over (ex. 6) mouths or under (ex. 6) chins the entire flight.
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# Federal Aviation Administration

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## Memorandum

Date: May 19, 2020

To: Michelle Moore, AFB-470

From: Anthony Congelosi, Office Manager, Greensboro FSDO EA-39

ERIN J  
CREIDER

Digitally signed by ERIN J CREIDER  
Date: 2020.07.10 12:45:33 -0400

Prepared by: Clinton Festa, Aviation Safety Inspector, Greensboro FSDO EA-39

Subject: Hotline Complaint S20200408014

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- A brief synopsis of the complaint (including the complaint number)

On April 8, 2020, (b) (6) filed hotline complaint S20200408014 alleging unsafe practices at Blue Line Aviation, LLC, a Part 141 flight school (8BLS). (b) (6) alleges that (b) (6) (b) (6) induces unnecessary and unsafe levels of stress on (b) (6) employees.

The complaint references a WRAL news report that Blue Line Aviation was planning on staying open during stay-at-home orders, specifically the NC Governor's Executive Order (EO) 121. (This executive order references flight instructors as essential personnel, and it appears as though (b) (6) was not in violation for staying open.)

(b) (6) (b) (6) used to fly for Blue Line Aviation and (b) (6) alleges (b) (6) pressure instructors and students to fly when the weather is marginal, the aircraft are not airworthy, or when the pilots are not feeling well. Previously, (b) (6), (b) (6) (b) (6) filed a local complaint stating the same information. See investigation CEA392020031.

Several (b) (6) (b) (6) complaints were received during this investigation, (b) (6) pertaining to the news report about Blue Line Aviation staying open during EO 121. (b) (6) (b) (6) did not return phone calls/emails.

- A "brief" narrative of the investigation and how each allegation in the complaint was addressed, to include a description of documents, manuals, photographs, video, etc. reviewed and/or interviews conducted

To investigate the safety culture at Blue Line Aviation, and to see if any legitimate safety or legal concerns existed with their operation, (b) (6) and (b) (6) instructors were interviewed. (b) (6) (b) (6) (b) (6) the highest level of safety and legality at Blue Line Aviation. (b) (6) Blue Line Aviation (b) (6) instructors (b) (6)

Blue Line Aviation over the events surrounding the news report were contacted, but (b) (6) declined to comment or did not return phone calls. Because (b) (6) complainants offered specifics on violations of Federal Aviation Regulations or specific unsafe acts or events, this complaint investigation was closed with no additional action.

A description of contact(s) made with the complainant to include if (b) (6) were informed about the findings of the investigation

(b) (6) initially contacted on March 31, 2020. (b) (6) interviewed on April 14, 2020. (b) (6) was advised that we would investigate the matter of the safety culture and any possible illegal activities at Blue Line Aviation, LLC. (b) (6) was advised of the outcome of the investigations via postal mail dated May 19, 2020.

A description of the findings, including if appropriate, a list of “possible” FARs violated

None of the alleged unsafe or illegal practices were confirmed. No evidence was found of unsafe practices or violations of FARs.

For situations involving noncompliance, include EIR number or compliance action PTRS record ID’s

N/A

A conclusion statement about the status of the investigation and/or planned future activities regarding it and all PTRS record ID’s used to document the investigation.

No findings of unsafe or illegal practices were confirmed. This complaint investigation was closed out with no further action. The hotline complaint investigation S20200408014 was given PTRS Rec ID EA39202003548 and the related local complaint investigation CEA392020031 was given PTRS Rec ID EA39202003547.

Investigation PTRS activity numbers.

The hotline complaint investigation S20200408014 was given PTRS Rec ID EA39202003548 and the related local complaint investigation CEA392020031 was given PTRS Rec ID EA39202003547.



# Federal Aviation Administration

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## Memorandum

Date: November 3, 2020  
To: Manager, Reporting and Data Analysis Branch, AAE-300  
From: Gary L Jestice, Quality Control and Investigations AFS-470B  
GARY L JESTICE Digitally signed by GARY L JESTICE  
Date: 2020.11.03 13:16:27 -0800  
Subject: Safety Hotline Number S20200427002

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I have reviewed the attached investigative results report memorandum and concur that all safety issues have been satisfactorily addressed.

Attachment





# Federal Aviation Administration

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## Memorandum

Date: October 23, 2020

To: Gary Jestice, Staff Specialist, AFB-470

From: Daniel Spera Jr., Manager, AFG-TEB-FSDO-25

Prepared by: Larry Murillo, Aviation Safety Technician, (b) (6)

Subject: Safety Hotline Complaint #S20200427002 Investigation Results Report

DANIEL  
SPERA JR

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DANIEL SPERA JR  
Date: 2020.10.23  
09:13:25 -04'00'

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On August 25, 2020, the Teterboro FSDO was assigned to investigate Safety Hotline Complaint #20200427002. In the narrative description of the complaint, the complainant states the following:

“Several news reports (see links below) state that the Elizabeth Police Department [EPD] in New Jersey is using a fleet of DJI drones citywide to enforce social distancing/gathering orders from the governor in response to the COVID-19 pandemic.

The mayor publicly stated on Tuesday (4-21-20) the police will be flying a fleet of drones "around the City." It appears dozens of flights have already been conducted and numerous summons issued to civilians based upon drone video surveillance.

There are several complaints/issues:

1.) The entire city of Elizabeth is located within Class B airspace down to the surface (Newark airport — KEWR); the city boundary even overlaps Newark airport (KEWR) itself. The entire city is located within 5 nautical miles of KEWR and the center of the city is underneath the departure and arrival paths of the main parallel runways (22L/R and 4L/R/) — including short final for 4L/R.

(b) (6) not know whether the police or city has a COA from FAA or approval from Newark Tower to conduct these UAS operations.

2.) (unverified by complainant) — the drone(s) likely flew over densely populated areas of the city since the entire city would be considered densely populated under FAA definitions.

3.) Since the township profits on each \$1,000 fine, the drone operations serve a commercial purpose for the municipal corporation of Elizabeth and should be subject to Part 107 regulations.

Allowing Elizabeth Police to operate drones in Class B airspace down to the surface would essentially establish a precedent that allows for thousands of drones nationwide to fly for commercial purposes within Class B airspace down to the surface near every major international airport. This would appear to undermine the entire safety purpose behind Part 107 regulations.

The police are not even arresting alleged violators. They are issuing \$1,000 summons, thus calling into question the issue of imminent public safety compared to, say, using a drone to search for a lost child in the woods during the winter or trying to gain intelligence during an active shooter/hostage negotiation situation.

The city of Elizabeth is flying hundreds of drone missions in Class B-to-the-surface airspace for commercial purposes: to enforce what is a misdemeanor offense that will be adjudicated in municipal court. And the incorporated township receives a portion of every \$1,000 fine collected, making it a commercial operation subject to Part 107 regulations.

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<https://nypost.com/2020/04/08/nj-town-using-talking-drones-to-scold-people-for-gathering/>

<https://thefederalist.com/2020/04/20/police-are-using-drones-to-enforce-social-distancing-in-americas-backyards/>

<https://www.nbcnewyork.com/news/local/nj-town-resorts-to-talking-drones-to-enforce-social-distancing/2364912/>”

END

The investigating office received multiple complaints of the same nature regarding EPD small Unmanned Aircraft System (sUAS) operations, between 04/28/2020 and 05/05/2020. Associated internal complaint control numbers are: CEA2520200038, CEA2520200039, CEA2520200040, and CEA2520200041. Each of these complaints were closed and found to be unsubstantiated.

The subject complaint reports apparent violations of Title 14 of the Code of Federal Regulations (14 CFR) and operations contrary to Title 49 United States Code (49 USC).

Specifically deviations related to 14 CFR sections: 1) [107.41 Operation in certain airspace, 107.43 Operation in the vicinity of airports](#); 2) [91.119 \(b\) Minimum safe altitude operations](#); and 49 USC section: 3) [40125\(b\) Qualifications for public aircraft status](#).

In relation to subject complaints numbered one (1) and two (2), EPD sUAS are defined as public aircraft per 49 USC [40102 \(a\)\(41\)\(C\)](#). Per Advisory Circular (AC) 00-1.1B(12) Public Aircraft Operations (PAO) are not bound to 14 CFR part 107. Additionally, PAO may request Certificate of Authorizations (CoA) to operate in certain airspace (including Class B), in the vicinity of airports and at certain low altitudes.

EPD has two active CoAs for sUAS operations authorizing activities as described by subject complaints 1 and 2. Operations authorized by each CoA are listed below, respectively.

- a. 2018-ESA-2930-COA is effective from December 19, 2018 to December 19 2020;
  - i. Operation of sUAS weighing less than 55 lbs., in Class B and G airspace at or below 200 feet Above Ground Level (AGL) in the vicinity of ELIZABETH, New Jersey under the jurisdiction of Newark Air Traffic Control Tower (EWR ATCT) and New York Terminal Radar Approach Control Facility ( N90 TRACON).
- b. 2018-ESA-2843-COA is effective from November 26, 2018 to November 26, 2020.
  - i. Operation of sUAS weighing less than 55 pounds and operating at speeds of less than 87 kts (100 mph) in Class G airspace at or below 400 feet AGL for the purpose of public aircraft operations.

The third (3) complaint questions if EPD sUAS activities where fines may be imposed meet Qualifications for PAO status, 49 USC 40125(b). This matter was reinforced as the main concern by the reporting individual when contacted during the course of the investigation. EPD was also contacted for additional information regarding their sUAS operations. They described the operations as law enforcement activities in accordance with [New Jersey Statutes Appendix A. Emergency and Temporary Acts § 9-49 \(h\) and \(i\)](#), which provides EPD the authority to enforce Governor Executive Orders. EPD further explained the sUAS flights are performed over public spaces (parks, waterways, etc) where crowds have been observed/identified thru surveillance or complaints. The sUAS are equipped with speakers for public announcements/warnings, in this case to enforce Governor Executive Orders 104 thru 115.

In conclusion, the subject complaint allegations were unsubstantiated. This investigation is considered closed and was documented in PTRS EA25202001937.



# Federal Aviation Administration

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## Memorandum

Date: July 27, 2021

To: Manager, Reporting and Data Analysis Branch, AAE-300

From: James Dodge, Quality Control and Investigations AFB-470B

Subject: Safety Hotline Number S20210525010

*James Dodge*

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I have reviewed the attached investigative results report memorandum and concur that all safety issues have been satisfactorily addressed.

Attachment



# Federal Aviation Administration

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## Memorandum

Date: July 21, 2021

To: Paul Honken, Quality Controls & Investigations Branch, AFB-470  
[9-AVS-AFB470AAEInbox@faa.gov](mailto:9-AVS-AFB470AAEInbox@faa.gov)

From: Asst Manager, American Airlines Certificate Management Office,

KIRK F  
BALDIN  
Digitally signed  
by KIRK F BALDIN  
Date: 2021.07.27  
14:43:57 -05'00'

Prepared by: Daniel Osborn, (b) (6)

Subject: Investigative Results Report: Aviation Safety Hotline S20210525010

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**Airline/Name of Responsible Organization:** American Airlines/American Airlines Certificate Management Office (American Airlines CMO)

**Area of Concern:** American Airlines Flight Attendants Failed to Enforce Covid-19 Mask Policy.

**Complaint:** The Complainant stated: "AA Flight 686 was supposed to depart Miami at 9:53pm. Due to navigation issues, the takeoff was delayed until after 11:00pm. During this delay in Miami, a passenger sitting in (b) (6) refused repeated requests by the flight attendants to don a mask. After this passenger continually removed (b) (6) mask, (b) (6) the flight attendants, and (b) (6)(b) (6) the passenger was not wearing (b) (6) mask. At this point, the flight attendants should have informed the flight deck so that this passenger could be removed while the plane was still in Miami. Instead, the flight attendants on this flight ignored the situation, and the plane departed Miami. During the entire one-hour flight to Jacksonville, this passenger was allowed to defy the mask rules, placing the other passengers at risk. (b) (6) this defiance because (b) (6) sitting in row (b) (6). To make matters worse, the flight attendants failed to notify ground security in Jacksonville so that this passenger could be taken into custody. On this flight, the flight attendants failed in (b) (6) responsibility to ensure the safety of other passengers on this flight. (b) (6) no meaningful reply from American Airlines regarding this incident."

The following information reflects the results of the subject investigation by the American Airlines CMO, provided in this Investigative Results Report.

**Summary of Investigative Process:** An Aviation Safety Inspector (ASI) assigned to this office has investigated (b) (6) concern in the operation of American Airlines Flight 686, operating from Miami International Airport, FL (MIA) to Jacksonville International Airport, FL (JAX) on March 20, 2021. The ASI reviewed the policies and procedures currently in effect at American Airlines. Our investigation revealed there were instances where the flight attendant had to remind the passenger to wear (b) (6) mask properly, but it did not rise to the level of needing to remove the passenger from the flight or the need of law enforcement. Although, the passenger complied with instructions to wear a mask when asked by flight attendants, we were unable to determine if (b) (6) lowered (b) (6) mask at any time afterwards.

In accordance with FAA Order 8900.1 Volume 7, Chapter 5, Section 1, Paragraph 7-141-F-(3)(4) the complainant was contacted to obtain any additional information and has been notified by the inspector of the results of the investigation.

**Investigation Summary/Conclusion:** After investigating the concerns detailed in the complaint, we were unable to substantiate a violation of the Federal Mask Mandate and Title 14 CFR Part 121.580, Prohibition on Interference with Crewmember while onboard American Airlines Flight 686 operating between MIA and JAX on March 20, 2021. The ASI determined the crew followed all Federal Aviation Regulations and company policies and procedures regarding safety. The American Airlines CMO considers this matter closed with no further action. The Activity number associated with this event is SW21202105536.



# Federal Aviation Administration

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## Memorandum

Date: September 1, 2021  
To: Manager, Reporting and Data Analysis Branch, AAE-300  
From: Mark Whittier, Investigations Branch, AFB-470  
Subject: Safety Hotline Number S20210622003

**MARK A  
WHITTIER**

Digitally signed by  
MARK A WHITTIER  
Date: 2021.09.01  
10:29:31 -04'00'

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I have reviewed the attached investigative results report memorandum and concur that all safety issues have been satisfactorily addressed.

Attachment



# FAA

## Aviation Safety

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### Memorandum

Date: July 5, 2021

To: Mark Whittier, Aviation Safety Inspector, Staff Specialist Quality Control and Investigations Branch, AFB-470

From: John E. Caldwell, Manager, Southwest Airlines Certificate Management Office, SW-29-CMO  
**Scott Chance**  
Digitally signed by Scott Chance  
Date: 2021.07.12 15:07:30 -05'00'

Prepared by: Theresa Moore, Aviation Safety Inspector, Southwest Certificate Management Office, SW-29-CMO

Subject: Aviation Safety Hotline No. S20210622003

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**This is in response to Hotline Complaint S20210622003. The investigation and result are as follows:**

**Allegation 1:**

The Hotline complaint describes an event on that occurred June 21, 2021. The complainant, (b) (6), (b) (6) flight 985 from Rochester, NY (ROC) to Baltimore, MD (BWI). A passenger on this flight was noncompliant with the mask mandate. (b) (6) working flight attendants notified the passenger of the mandate and (b) (6) Supervisor also spoke to the passenger. The passenger denied that the flight attendants asked (b) (6) more than once. (b) (6) was allowed to leave the airport.

On June 28, 2021, Aviation Safety Hotline No. S20210622003 was assigned to the SWA Certificate Management Office (CMO) and subsequently to this inspector. On June 29, 2021, using the phone number provided, this inspector reached out to the complainant. A voicemail was left. Additionally, the inspector sent a follow up email to the complainant. On June 29, 2021, this inspector was contacted at 1513 CDT by the complainant. We spoke for 13 minutes. (b) (6) was calm and pleasant. (b) (6) reiterated to me the event (b) (6) reported in the hotline report.



(b) (6) the passenger would wear the mask after being told to and then once the crewmembers had left sight of (b) (6) would remove the mask. I asked if the passenger was threatening to (b) (6) or any other crewmember or passenger, (b) (6) the passenger was not. I asked if the passenger interfered in any way with the crewmember's duties. (b) (6) the passenger had not. I asked if (b) (6) called for a supervisor or the Transportation Security Administration (TSA). (b) (6) that (b) (6) had a supervisor who met the flight. The passenger was spoken to but (b) (6) the supervisor (b) (6) been eating and was only told once. The passenger was subsequently released to leave the airport.

This inspector informed the complainant a request for information to SWA had been submitted. (b) (6) the crew had not submitted any reports. We discussed the airline's procedures and filling out reports when events happen during a flight. We discussed the Special Emphasis Enforcement Program (SEEP) and how the FAA is supporting the TSA mandate by holding passengers responsible for violations of Title 14 Code of Federal Regulations (14 CFR) §§121.580 and 91.11 or Title 49 United States Code § 46318. I gave (b) (6) some examples of conduct by passengers that are prohibited by these rules and statute.

**Overview:**

The complainant (b) (6) (b) (6) (b) (6) (b) (6) SWA. (b) (6) thought the FAA was responsible for the mask mandate. This inspector educated the complainant on the SEEP. The complainant was satisfied and now understands how to handle an event of this kind in the future (b) (6)

**Finding:**

No violation of 14 CFR were substantiated to date.

**Evidence:**

This inspector from the SWA CMO investigated this safety hotline complaint. The information presented here is based on facts derived from the interview and other data collected during the investigation including SWA Inflight employee communications, the flight attendant manual and the request for information regarding the reported flight.

**Conclusion:**

The investigation determined there was no evidence of a violation of 14 CFR. This complaint investigation is closed with no further action.

ACTIVITY CODE- 1737

ACTIVITY RECORD ID#- SW29202103517



# Federal Aviation Administration

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## Memorandum

Date: August 9, 2021

To: Manager, Reporting and Data Analysis Branch, AAE-300

From: Mark Whittier, Investigations Branch, AFB-470

Subject: Safety Hotline Number S20210714001

**MARK A  
WHITTIER**

Digitally signed by  
MARK A WHITTIER  
Date: 2021.08.09  
14:22:17 -04'00'

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I have reviewed the attached investigative results report memorandum and concur that all safety issues have been satisfactorily addressed.

Attachment



# FAA

## Aviation Safety

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### Memorandum

Date: August 5, 2021

To: Mark Whittier, Aviation Safety Inspector, Staff Specialist Quality Control and Investigations Branch, AFB-470

From: John E. Caldwell, Manager, Southwest Airlines Certificate Management Office, SW-29-CMO **JOHN E CALDWELL**  
Digitally signed by JOHN E CALDWELL  
Date: 2021.08.06 10:20:16 -05'00'

Prepared by: Theresa Moore, Aviation Safety Inspector, Southwest Certificate Management Office, SW-29-CMO

Subject: Aviation Safety Hotline **S20210714001**

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**This is in response to Hotline Complaint S20210714001. The investigation and result are as follows:**

#### **Allegation 1:**

The Hotline Complaint describes an event that occurred on June 29, 2021, on Southwest Airlines flight 2359 from Houston, Texas (HOU) to Orlando, Florida (MCO). The complainant, a passenger, reported (b) (6) passengers on this flight were noncompliant with the mask mandate. The passenger felt it was the flight attendant's responsibilities to enforce the mask requirement more firmly.

#### **Allegation 2:**

The complainant alleged that passengers were allowed to congregate near the forward lavatory during the flight. Flight attendants were unsystematic in the handling of these passengers.

On June 29, 2021 Aviation Safety Hotline No. S20210714001 was assigned to the Southwest Airlines Certificate Management Office and subsequently to this inspector. On August 3, 2021 at 1523 CDT, using the phone number provided, this inspector reached out to the complainant. A voicemail was left. A few minutes later on August 3, 2021 this inspector was contacted at 1530 CDT by the complainant. We spoke for 14 minutes. (b) (6) was calm and articulate. (b) (6) reiterated to me the events (b) (6) reported in the Hotline. (b) (6) the passengers (b) (6) did not wear (b) (6) masks for the majority of the flight. (b) (6) went to a flight attendant for assistance. The flight attendant (b) (6) that passengers “were allowed to eat or drink.” (b) (6), (b) (6) would “just politely ask.” Another flight attendant came to (b) (6) row and addressed the noncompliance. The passengers complied.

On August 5, 2021, this inspector called (b) (6) again to ensure I had addressed all (b) (6) concerns. (b) (6) and I also revisited what (b) (6) observed during the flight about passengers congregating near the forward lavatory. (b) (6) the announcement was made in the required phase of flight, but passengers were handled indiscriminately. Some passengers were sent back to sit while others were allowed to stand. The flight deck door was never opened or breached.

This inspector discussed with (b) (6) the TSA mask mandate. We discussed the airlines policy about the flight attendants capability to force passengers to wear the masks. Additionally, we discussed the inconsistencies in handling of passengers at the forward lavatory area. We discussed the FAA’s Special Emphasis Enforcement Program and how the FAA is supporting the TSA mandate by holding passengers responsible for violations of Title 14 Code of Federal Regulations § 121.580 and 91.11 or Title 49 United States Code § 46318. (b) (6) witnessed no interference of crewmember duties.

### **Overview:**

The complainant thought the mask mandate was handled poorly by Southwest Airlines. (b) (6) thought the FAA was responsible for the mask mandate. This inspector informed the complainant regarding the inconsistencies (b) (6) observed. The complainant was satisfied with the handling of (b) (6) report and now understands the airline’s policy to not have the flight attendants police masking requirements.

### **Finding:**

No violation of any Code of Federal Regulations were substantiated to date.

### **Evidence:**

This inspector from the Southwest Airlines Certificate Management Office investigated this safety hotline complaint. The information presented here is based on facts derived from the interviews and other data collected during the investigation including Southwest

Airlines Inflight employee communications, the flight attendant manual and the information regarding the reported flight. No crew reports were submitted.

**Conclusion:**

With the complainant's permission, the narrative of the report with (b) (6) contact information was shared with (b) (6) Inflight Regulatory and Compliance for (b) (6) information and tracking. The investigation determined there was no evidence of a violation of Title 14 Code of Federal Regulations. The complainant was satisfied with the outcome of the investigation.

This complaint investigation is closed with no further action.

Activity Code 1737

Activity Record ID SW29202200087