

ACCIDENT

Aircraft Type and Registration:	Airbus A319-111, G-EZFP
No & Type of Engines:	2 CFM56-5B5/3 turbofan engines
Year of Manufacture:	2009 (Serial no: 4087)
Date & Time (UTC):	1 December 2017 at 1500 hrs
Location:	Stand 13, Jersey Airport
Type of Flight:	Commercial Air Transport (Passenger)
Persons on Board:	Crew - 6 Passengers - 138
Injuries:	Crew - None Passengers - 1 (Serious)
Nature of Damage:	None
Commander's Licence:	Airline Transport Pilot's Licence
Commander's Age:	42 years
Commander's Flying Experience:	8,800 hours (of which 6,750 were on type) Last 90 days - 185 hours Last 28 days - 46 hours
Information Source:	Aircraft Accident Report Form submitted by the pilot

G-EZFP parked on Stand 13 at Jersey Airport following an uneventful flight from Liverpool. A jetty was positioned at door 1L and steps at door 2L. A 74-year-old passenger, carrying a trolley suitcase, was the first person to disembark from the rear steps. When 6 or 7 steps from the bottom she tripped and fell forward, suffering serious head injuries. She was initially attended by a passenger, who was a nurse, and then by airport paramedics before being taken to hospital. Other passengers were redirected to the forward door.

After the accident, the commander found a broken shoe heel on the steps which he believed came from the passenger's shoe.

It was daylight and weather conditions were reported as dry with light winds.

The subsequent investigation by the ground handling agent found the steps were fully serviceable, correctly positioned and free from any contamination.

The accident probably occurred because the passenger's shoe broke whilst she was descending the steps. Carrying a suitcase may have impaired her ability to hold the handrail.

The operator already makes a PA before passengers disembark reminding them to take care on the steps and to hold the handrail.