12/3/2025 **FOR YOUR INFORMATION** 2025-301/5-103

2293298

To: Airport Manager, Guam International Airport (GUM), Guam, FAA (AWP-600)

Info: FAA (ATM GUM Tower, AAS-1, AAS-300, AVP-1, AVP-200, AFS-260, AFS-200, Director of Air Traffic Operations WSA), A4A, AAAE, ALPA, AOPA, APA, ASAP, ATSAP, ATSG, CAPA, IATA, ICASS, IFALPA, IPA, NATCA, NBAA, NTSB, RAA

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

Re: GUM Jetway Hazard

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

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

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

ACN 2293298

DATE / TIME	
Date of Occurrence	202510
Local Time Of Day	0601 to 1200
PLACE	
Locale	GUM.Airport
State	GU
Altitude - AGL	0
ENVIRONMENT	
Flight Conditions	VMC
AIRCRAFT / EQUIPMENT X	
Make Model Name	Large Transport, Low Wing, 2 Turbojet Eng
Operating Under FAR Part	121
PERSON 1	
Function - Flight Crew	Captain
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2293298
PERSON 2	
Function - Flight Crew	First Officer
Function - Flight Crew	Pilot Not Flying
ASRS Report Number	2293300
EVENTS	
Anomaly	Deviation / Discrepancy - Procedural - FAR
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Deviation / Discrepancy - Procedural - Weight and Balance
Anomaly	Inflight Event / Encounter - Fuel Issue
Anomaly	No Specific Anomaly Occurred - Unwanted Situation
Detector - Person	Flight Crew
Result - General	None Reported / Taken

NARRATIVE 1

While walking through the jetway, I observed multiple areas where the walkway floor surface is soft or uneven. One section in particular sank noticeably underfoot, causing me to trip and slip while transiting the jetway. Although no injury occurred, the condition presents a significant safety hazard to both crew members and passengers using this walkway.

The soft or unstable flooring appears to be due to underlying structural deterioration or insufficient support beneath the surface panels, which could worsen over time or with continued heavy use. The issue was observed during normal pre-departure crew movement, prior to passenger boarding.

Safety Concern:

• The jetway floor integrity is compromised, with soft spots creating trip, slip, and fall risks.

• The condition poses a potential hazard for passengers, especially elderly individuals or those with mobility limitations, as well as crew members carrying flight bags or equipment.

• The lack of immediate visual cues increases risk exposure.

This observation directly supports company safety standards, emphasizing proactive identification and communication of hazards before they result in injury or operational disruption.

NARRATIVE 2

This was an XA:20 local departure time. It was my first trip in base and I had not flown in 2.5 weeks. All pre-flight ops went normally and was completed by the time the CA realized that a release 2 was out. We both quickly opened the paperwork and I updated the FMC per release 2. Release 2 updated the ZFW (Zero Fuel Weight) higher and lowered the gate fuel for turbulence per the notes. At this time fueling was completed and had stopped at 35.0k lb. Release 2 gate fuel was 34.7k lb. Due to the short time until scheduled departure time and task saturation in needing to update the FMC, I failed to realize how close we were to maximum ZFW and LW (Landing Weight) and properly review release 2 relying on the dispatch notes for the changes. Additionally, the CA had been distracted with damage to the jetway which would have created an unsafe boarding situation for passengers. We proceeded to depart normally. The entire flight went normally with a landing at ZZZ by the CA. After engine shutdown the overweight landing report printed, which is when we realized we landed overweight.

SYNOPSIS

Air carrier flight crew reported a jetway walkaway floor surface safety concern at GUM airport.