

## Element Performance Inspection (EPI)

### 3.1.2 Flight Attendant Duties / Cabin Procedures (OP)

**Purpose of this Element (Air Carrier's responsibility):**

To ensure the safety of all cabin occupants during ground and flight operations.

**Objective (FAA responsibility):**

To determine if the Air Carrier adheres to its Flight Attendant Duties / Cabin Procedures and controls.

**Specific Instructions for this EPI:**

To accomplish this EPI, the ASI should observe the flight attendants performing their duties from arrival at the aircraft to departure from the aircraft. The ASI should also observe a crew briefing which might not occur on board the aircraft. When observing the passenger safety briefing, compare the information being disseminated to that in the manual and on passenger briefing cards.

**Task 4.** Cabin personnel includes pursers, passenger service representatives, and others that are not assigned safety-related duties.

**Task 6.** Records or reports of Flight Attendant Duties / Cabin Procedures include items such as cabin discrepancy logs and cabin irregularity reports.

**There may be occasional circumstances when it is not possible to observe an event listed on this EPI.** The intention of Questions 1.4, 1.15, 1.19, and other similarly worded questions, is that an answer of "Yes" would indicate positive compliance since negative compliance was not observed. If during an inspection activity the inspector does not observe the events listed in those questions, leave the questions unanswered until the last inspection activity. Then if the inspector does not observe the event during the last planned activity for the open EPI, answer those questions "Yes."

*If during observation of the flight(s) no passengers needed assistance of another person (1.4), or no passengers were intoxicated (1.15), or no flight had passengers remaining onboard during an en route stop (1.19), then positive compliance was observed and the response would be "Yes."*

In this case it would be prudent to select the 'YES' button for the specific question, and in the pop-up box enter an explanation such as "*No passengers needed assistance throughout the entire observation period of this EPI.*"

**Question 1.13.** Flight attendants should monitor passenger compliance in regards to regulations on electronic devices, smoking, alcoholic beverages, seat belts, etc.

**Related EPIs:**

- 3.1.1 Passenger Handling (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)
- 5.1.5 Station Facilities (OP)

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*To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):*

1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information Section of this EPI.
2. Review the associated SAI, with emphasis on the Controls Attribute Section.
3. Review the Passenger Briefing Cards and Manuals related to Flight Attendant Duties / Cabin Procedures.
4. Interview flight attendants and cabin personnel.
5. Observe and assess the results of the Flight Attendant Duties / Cabin Procedures.
6. Review records/reports of the Flight Attendant Duties / Cabin Procedures.

*To meet this objective, the inspector will answer the following questions:*

1. Were the following performance measures met:

<i>1.1 All required cabin pre-flight duties were accomplished in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.2 Crew briefing was conducted in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.3 Flight attendants were evenly distributed throughout the aircraft in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.4 Passengers needing the assistance of another person to exit the aircraft were individually briefed by a required crewmember in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.5 Flight attendants prepared the passenger compartment / cabin for movement on the surface, take-off and landing in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.6 Flight attendants secured the galley compartments for movement on the surface, take-off and landing in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
<i>1.7 Aircraft exits were armed/disarmed in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>

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1.8 <i>Safety demonstrations and passenger briefings were accomplished in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.9 <i>Flight deck door was closed in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.10 <i>Flight attendants were properly restrained at their assigned duty station for movement on the surface, take-off, and landing, unless performing safety-related duties.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.11 <i>Galleys and carts were secured when not in use in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.12 <i>Flight attendants have observed sterile flight deck procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.13 <i>Flight attendants monitor passenger compliance with the regulations throughout the flight.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.14 <i>Flight attendants were knowledgeable of the Air Carrier's normal operating procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.15 <i>Passengers who appeared to be intoxicated, prisoners, escorts, armed individuals, etc. were not served alcohol.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.16 <i>Cabin maintenance discrepancies were documented in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.17 <i>All passenger irregularities/disturbances were reported in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.18 <i>The Air Carrier's procedures for the number of crewmembers onboard the aircraft were followed.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.19 <i>Passengers remaining onboard during intermediate stops were monitored in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
1.20 <i>Flight attendants were knowledgeable of the Air Carrier's emergency procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
2. Were the Flight Attendant Duties / Cabin Procedures followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
3. Were the controls for Flight Attendant Duties / Cabin Procedures followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
4. Did flight attendant required reports comply with the Air Carrier's procedures?	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>If no, explain:</b>
5. <Deleted>		

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### SUPPLEMENTAL INFORMATION

**SRRs:**

- 14 CFR 121.333 (d), “Use of portable oxygen equipment by cabin attendants.”
- 14 CFR 121.333 (f), “Supplemental oxygen for emergency descent and for first aid; turbine engine powered airplanes with pressurized cabins.”
- 14 CFR 121.391 (a, d), “Flight attendants.”
- 14 CFR 121.393 (b), “Crewmember requirements at stops where passengers remain on board.”
- 14 CFR 121.549 (b), “Flying equipment.”
- 14 CFR 121.570 (a, b), “Airplane evacuation capability.”
- 14 CFR 121.571 (a), “Briefing passengers before takeoff.”
- 14 CFR 121.573 (a, c, d), “Briefing passengers: Extended overwater operations.”
- 14 CFR 121.576, “Retention of items of mass in passenger and crew compartments.”
- 14 CFR 121.577 (a-d), “Stowage of food, beverage, and passenger service equipment during airplane movement on the surface, takeoff, and landing.”

**Other CFRs and FAA Guidance:**

- 14 CFR 121.577 (e), “Each passenger shall comply with instructions given by a crewmember with regard to compliance with this Section.”
- FAA Order 8400.10, Vol. 3, Chap. 10, Sect. 2, Par. 1697, “Aborted takeoff demonstration plan.”
- FAA Order 8400.10, Vol. 3, Chap. 10, Sect. 3, Par. 1725, “Aborted takeoff pre-demonstration inspection.”
- FAA Order 8400.10, Vol. 3, Chap. 10, Sect. 4, Par. 1739, “Ditching demonstration plan.”
- FAA Order 8400.10, Vol. 3, Chap. 15, Sect. 6, Fig. 3.15.6.1, “Preparation of flight attendant manual.”
- Federal Register, 56 FR 15450, “Airplane Cabin Fire Protection.” Vol. 56, No. 73; Apr. 16, 1991.
- FSAT 01-03A, “Number of Flight Attendants Required at Stops Where Passengers Remain Onboard, 14 CFR Sections 121.391 and 121.393.”
- Refer to Advisory Circulars using a search engine (such as ATP Navigator or Summit).