

**Element Performance Inspection (EPI) Data Collection Tool
3.1.1 Passenger Handling (OP)**

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To provide a safe environment during passenger handling operations.

Objective (FAA oversight responsibility):

- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Passenger Handling process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Passenger Handling process.

Specific Instructions:

- There may be occasional circumstances when it is not possible to observe an event listed on this EPI. The intention of Question 1.1, 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 that question, leave the question 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 the question "Yes."

If during observation of the embarkation of the flights no passengers were boarded who appeared intoxicated, 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 comment box enter an explanation such as, "No passengers were boarded who appeared to be intoxicated throughout the entire observation period of this EPI."

Question 1.2. Example: "Unruly passengers" may present a safety risk.

Related EPI(s):

- 3.1.2 Flight Attendant Duties / Cabin Procedures (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.6 Exit Seating Program (OP)
- 4.2.4 Training of Flight Attendants (OP)
- 5.1.5 Station Facilities (OP)

SUPPLEMENTAL INFORMATION**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.306(a)
 - 121.311(a)
 - 121.311(a)(1)
 - 121.311(a)(2)
 - 121.311(b)
 - 121.311(b)(1)
 - 121.311(b)(2)(i)
 - 121.311(b)(2)(ii)
 - 121.311(b)(2)(ii)(A)
 - 121.311(b)(2)(ii)(B)
 - 121.311(b)(2)(ii)(B)(1)
 - 121.311(b)(2)(ii)(B)(2)
 - 121.311(b)(2)(ii)(C)
 - 121.311(b)(2)(ii)(D)
 - 121.311(b)(2)(iii)
 - 121.311(b)(2)(iii)(A)
 - 121.311(b)(2)(iii)(B)
 - 121.311(b)(2)(iii)(C)
 - 121.311(c)(1)
 - 121.311(c)(2)(i)
 - 121.311(c)(2)(ii)
 - 121.311(c)(2)(iii)
 - 121.311(c)(2)(iv)
 - 121.311(c)(3)
 - 121.311(e)
 - 121.311(e)(3)
 - 121.311(f)
 - 121.311(h)
 - 121.311(i)
 - 121.317(a)
 - 121.317(b)
 - 121.317(c)
 - 121.317(d)
 - 121.317(e)
 - 121.317(g)
 - 121.317(g)(1)
 - 121.317(g)(2)
 - 121.317(h)
 - 121.317(i)
 - 121.317(j)

121.317(l)
121.327(c)
121.329(c)
121.331(c)
121.333(e)
121.340(a)
121.548
121.550
121.571(a)
121.571(a)(1)(i)
121.571(a)(1)(ii)
121.571(a)(1)(iii)
121.571(a)(1)(iv)
121.571(a)(1)(v)(A)
121.571(a)(1)(v)(B)
121.571(a)(1)(v)(C)
121.571(a)(1)(v)(D)
121.571(a)(2)
121.571(a)(3)
121.571(a)(4)
121.571(b)
121.571(c)
121.573(a)
121.573(b)
121.573(c)
121.573(d)
121.574(a)
121.574(a)(1)(i)
121.574(a)(1)(ii)
121.574(a)(1)(iii)
121.574(a)(1)(iv)
121.574(a)(1)(v)
121.574(a)(1)(vi)
121.574(a)(1)(vii)
121.574(a)(2)
121.574(a)(3)(i)
121.574(a)(3)(ii)
121.574(a)(4)
121.574(a)(5)
121.574(a)(6)
121.574(a)(7)
121.574(b)
121.574(c)
121.575(a)
121.575(b)
121.575(b)(1)
121.575(b)(2)
121.575(b)(3)
121.575(c)
121.575(d)

121.583(a)
121.583(c)
121.583(d)
121.583(e)
121.586(a)
121.586(b)
121.586(c)
121.586(d)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
 - 121.135(a)(1)
 - 121.135(b)(24)
 - 121.306(a)
 - 121.317(b)
 - 121.317(j)
 - 121.333(f)
 - 121.339(a)(1)
 - 121.339(b)
 - 121.340(a)
 - 382.45
- FAA Policy/Guidance:
 - FAA Order 8400.10, Volume 1 Section 2
 - FAA Order 8400.10, Volume 3, Chapter 14
 - FSAT 92-23
 - FSAT 95-09
 - FSAT 95-25
 - FSAT 97-01
 - FSAT 97-06
 - FSAT 97-08
 - FSAT 99-03
 - HBAT 01-01a
 - AC 91-62A
 - AC 91-69A
 - AC 120-32
 - AC 120-34
 - AC 121-24B
 - ACOB 1-94-8 (ACOB 209)
 - ACOB 1-94-9 (ACOB 210)
 - ACOB 1-94-24 (ACOB 225)
 - ACOB 1-94-27 (ACOB 228)
 - ACOB 8-76-48 (ACOB 949)
 - Legal Interpretation dated 9-18-90
 - Legal Interpretation dated 10-09-80
 - Legal Interpretation dated 10-31-77

EPI SECTION 1 – PERFORMANCE OBSERVABLES	
Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Passenger Handling.	
Tasks	
To meet this objective, the inspector must accomplish the following tasks:	
1	Review the information listed in the Supplemental Information section of this data collection tool.
2	Review the policies, procedures, instructions and information for the Passenger Handling process contained in the Certificate Holder's manual.
3	Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
4	Observe the Passenger Handling process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
5	Discuss the Passenger Handling process with the personnel (other than management) who perform the duties and responsibilities required by the process.
Questions	
To meet this objective, the inspector must answer the following questions:	
1	Were the following Performance Measures met:
1.1	Were no passengers boarded who appeared to be intoxicated? <i>Related Performance JTI's:</i> 1. Check in the passenger staging area that air carrier personnel do not board persons who appear to be intoxicated in accordance with the Certificate Holder's design. <i>Sources:</i> 121.575(c) 2. Check in the aircraft cabin that the responsible crewmember does not allow a person to board an aircraft, who appears to be intoxicated, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.575(c)
	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2	Were no passengers boarded who appeared to present a safety risk?
	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3	Were passenger information cards, specific to the make and model of the aircraft, available to all passengers? <i>Related Performance JTI's:</i> 1. Check in the aircraft cabin that the printed passenger briefing cards include instructions for the use of the passenger chemical supplemental oxygen system. This should include donning techniques, adjustment requirements and any action necessary to initiate oxygen flow, in accordance with Certificate Holder's design. <i>Sources:</i> ACOB 225 2. Check in the aircraft cabin that on each passenger-carrying airplane, there are printed cards supplementing the oral briefing located in convenient locations for use of each passenger. Each card must contain information pertinent only to the type and model airplane
	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>used for that flight in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(b)</p> <p>3. Check in the aircraft cabin that printed cards supplementing the oral briefing contain: Diagrams of all emergency exits, Methods of operating all emergency exits, Other Instructions necessary for use of emergency equipment, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.571(b)(1); 121.571(b)(2)</p>	
<p>1.4 Did armed passengers have approval to carry weapons in accordance with the Certificate Holder's procedures?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.5 Were handicapped persons boarded and provided transportation in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the passenger staging area that the air carrier does not refuse transportation to a passenger on the basis that: The passenger may need the assistance of another person to move expeditiously to an exit in the event of an emergency or his transportation would or might be harmful to safety, unless that passenger cannot comply with the carrier's established procedures or fails to comply with reasonable notice requirements, in accordance with Certificate Holder's design. <i>Sources:</i> 121.583(a)(1)</p> <p>2. Check in the aircraft cabin that any non ambulatory handicapped passengers are seated in aisle seats where they would be near the end of lines of passengers being evacuated at floor level, non over-wing exits in accordance with the Certificate Holder's design. <i>Sources:</i> AC 120-32 9.a. AC 120-32 9.c.</p> <p>3. Check in the passenger staging area that any non ambulatory handicapped passengers are seated in aisle seats where they would be near the end of lines of passengers being evacuated at floor level, non over-wing exits in accordance with the Certificate Holder's design. <i>Sources:</i> AC 120-32 9.a. AC 120-32 9.c.</p> <p>4. Check in the passenger staging area by interviewing the gate agent to verify his knowledge that two non ambulatory passengers with attendants should not be seated directly across the aisle from each other because their attendants would interfere with each other while attempting to remove non ambulatory passengers from their seats during an emergency in accordance with the Certificate Holder's procedures. <i>Sources:</i> AC 120-32 9.a.</p> <p>5. Check in the aircraft cabin by interviewing the responsible crewmember to verify he knows that two non ambulatory passengers with attendants should not be seated directly across the aisle from each other because their attendants would interfere with each other while attempting to remove non ambulatory passengers from their seats during an emergency, in accordance with the Certificate Holder's design. <i>Sources:</i> AC 120-32 9.a.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

6. Check in the passenger staging area that gate agents ask a non-ambulatory passenger what his capabilities are when determining the amount of assistance that passenger will require to evacuate the aircraft, in accordance with the Certificate Holder's design.
Sources: AC 120-32 9.b
7. Check in the passenger staging area by interviewing the responsible airline personnel to verify they are aware of the procedures that relate to transporting mental patients: The air carrier should be furnished with information at least 24 hours before a planned departure unless a different notification is required, Assurance by a competent medical authority that a mental patient accompanied by an escort can be transported safely, The ticket or gate agent should advise the captain and senior flight attendant that an escorted mental patient is being transported, The escort must assure the air carrier that: a. The escorted person does not have on his/her person or property an article that could be used as a deadly or dangerous weapon during flight, b. The escorted person will not be permitted to smoke unless permitted and that person is under close surveillance while smoking, c. The escort must be equipped with adequate restraining devices to be used in the event a restraint is necessary, * The escorted person and escort (as far as practicable) should be: Boarded before all other passengers and deplaned after all other passengers have left the aircraft, Seated in the rearmost passenger seats that are not located next to or directly across from an aircraft exit, At least one escort should: (1) Request the ticket or gate agent to advise the captain and senior flight attendant that an escorted mental patient is being transported, (2) Sit between the escorted person and any aisle (however, no passenger should sit between the escorted person and the window); (3) At all times accompany the escorted person and keep him/her under surveillance; (4) Make a personal inspection of the restroom (lavatory) prior to its being used by the patient and determine from the cabin attendant the best means to unlock the lavatory door from the outside, (5) The air carrier should not serve food or beverages, or provide metal eating utensils, to an escorted person unless authorized by the escort, (6) The air carrier should not serve alcoholic beverages to an escort, or the person being escorted, in accordance with Certificate Holder's design.
Sources: AC-120-34 3.; AC-120-34; 3.a.(1).; AC-120-34; 3.a.(1)(b)(2)(a).; AC-120-34; 3.a.(1)(b)(2)(b).; AC-120-34; 3.a.(1)(b)(2)(c).; AC-120-34; 3.b.(1).; AC-120-34; 3.b.(2).; AC-120-34; 3.c.(1).; AC-120-34; 3.c.(2).; AC-120-34; 3.c.(3).; AC-120-34; 3.c.(4).; AC-120-34; 3.d.; AC-120-34; 3.e.
8. Check in the aircraft cabin by interviewing the responsible crewmember to verify he knows hemiplegic passengers (with paralysis affecting only one side of the body) with a normal or strong left side, should be seated in aisle seat on the right side of the aircraft so he can readily move to his left in case of emergency evacuation, in accordance with the Certificate Holder's design. The

<p>opposite would apply to persons with a strong right side. This also applies to passengers with an artificial limb or with an arm or leg in a cast, splint, or brace and to persons with any disability on one side of their body. <i>Sources: AC-120-32, 3</i></p> <p>9. Check in the aircraft cabin by interviewing the responsible crewmember to verify he knows the air carrier's procedures for handling a passenger traveling with a guide dog, in accordance with the Certificate Holder's design. <i>Sources: AC 120-32, 6.; AC 120-21 5.f.(9)</i></p> <p>10. Check in the FAA Location that the Certificate Holder has provided the certificate-holding district office with a copy of each procedure it establishes regarding its authority to refuse transportation to a passenger needing assistance. <i>Sources: 121.586(b)</i></p> <p>11. Check in the FAA Location that the Certificate Holder has made revisions to its authority to refuse transportation, as necessary, in the interest of safety or in the public interest and that the revisions were completed within 30 days of notification from the Administrator, unless a petition to reconsider the notice has been filed with the certificate-holding district office, in accordance with the Certificate Holder's design. <i>Sources: 121.586(c)</i></p> <p>12. Check at the passenger staging area that the air carrier makes available to the public at each airport it serves a copy of each procedure it establishes in regards to its authority to refuse transportation to a passenger needing assistance in accordance with the Certificate Holder's design. <i>Sources: 121.586(d)</i></p>	
<p>1.6 Were any passenger disturbances handled in accordance with the Certificate Holder's procedures? <i>Related Performance JTI's:</i></p> <p>1. Check in the aircraft cabin by interviewing the responsible crewmembers to determine that they have knowledge of how they will handle physically abusive, non-compliant passengers. (i.e. passenger becomes physically abusive either toward another passenger or crewmember, or if a passenger has to be physically restrained) in accordance with the Certificate Holder's design. <i>Sources: 8400.10 Volume 1-106 Paragraph 138A.(3)</i></p> <p>2. Check in the aircraft cabin by interviewing the responsible crewmember to determine that they have knowledge of the procedures of handling abusive passengers, that the appropriate information should be obtained, and the PIC should notify the operator and request that the appropriate law enforcement officials meet the flight at the gate in accordance with Certificate Holder's design. <i>Sources: 8400.10 Volume 1-106 Paragraph 138A.(3)</i></p> <p>3. Check in the aircraft cabin by interview of the appropriate crewmember that they are aware of the requirement to report any</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

person who consumes alcohol that was not served to him by the Certificate Holder, or any disturbance caused by a person who appears to be intoxicated on its aircraft, in accordance with Certificate Holder's design.

Sources: 121.575(d)

4. Check in the FAA location that the operator has reported to the FAA within five days, any person who fails to comply with the regulation that states, passengers may only consume alcohol served to them by the Certificate Holder, or any disturbance caused by a person who appears to be intoxicated on its aircraft, in accordance with Certificate Holder's design.
Sources: 121.575(d)
5. Check in the aircraft cabin that the responsible crewmember handles passengers who do not comply with smoking prohibitions in accordance with Certificate Holder's design.
Sources: 8400.10 Paragraph 138 A.(1)
6. Check in the aircraft cabin by interview that the responsible crewmember can explain how to approach passengers who are not complying with the "No Smoking" rules, using non-threatening methods/actions, and without the involvement of other passengers, in accordance with Certificate Holder's design.
Sources: 8400.10 ; Paragraph 138 A,(1)
7. Check in the aircraft cabin that when there is a non-compliant passenger who refuses to provide identification, the pilot-in-command notifies the operator that there is a non-compliant passenger onboard who refuses to identify himself/herself, and requests that the operator have law enforcement officials meet the flight at the gate, in accordance with Certificate Holder's design.
Sources: 8400.10; Paragraph 138 A.(2)
8. Check in the aircraft cabin that the responsible crewmember notifies the flight crew if a passenger is suspected of smoking in the lavatory, tampering with the lavatory smoke detector, or if the passenger refuses to extinguish a cigarette in accordance with Certificate Holder's design.
Sources: 8400.10 Paragraph 138 A(2)
9. Check in the aircraft cabin that the responsible crewmember dealing with a passenger suspected of smoking in the lavatory, tampering with a lavatory smoke detector, or refusing to extinguish a cigarette asks for identification to include; Picture I.D. Address Physical description Seat number Boarding location Names and addresses of any traveling companions in accordance with Certificate Holder's design.
Sources: 8400.10 Paragraph 138 A(2)
10. Check in the aircraft cabin that the responsible crewmember obtains the names and addresses of other passengers seated in the vicinity of the smoker as witnesses in accordance with Certificate Holder's design.
Sources: 8400.10 Paragraph 138 A(2)
- 11.

<p>Check in the FAA location that instances of non-compliance with the smoking regulations have been reported to the FAA CHDO in a timely manner in accordance with Certificate Holder's design. <i>Sources:</i> 8400.10 Paragraph 138 A(4)</p> <p>12. Check in the FAA location that instances of non-compliance with the smoking regulations were reported in accordance with Certificate Holder's design and forwarded to the FAA CHDO. <i>Sources:</i> 8400.10; Paragraph 138 A(4)</p>	
<p>1.7 Were approved child restraint systems boarded and handled in accordance with the Certificate Holder's procedures?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier specified location that personnel ask the age of any lap child in accordance with the Certificate Holder's design. <i>Sources:</i> FSAT 97-01 2. Check in the aircraft cabin that a child who has reached his second birthday, occupies an approved child restraint system furnished by an accompanied adult, or the Certificate Holder, provided the adult is attending to the safety of the child in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2); 121.311(b)(2)(i) 3. Check in the aircraft cabin that the responsible crewmember verifies that child restraint seats are not located one row forward of, or one row aft of, or in an emergency exit row in accordance with the Certificate Holder's design. <i>Sources:</i> AC 91-62A 8.a.(1), ACOB 949 Paragraph d.3 4. Check in the aircraft cabin that the responsible crewmember verifies that the child restraint systems are only placed in an aisle seat if the seat next to the child is occupied only by the attendants responsible for the child, or other family members, in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB 949 Paragraph d.3 5. Check in the aircraft cabin that the responsible crewmember verifies that children are secured in the child restraint system anytime the seatbelt sign is lighted and whenever instructed by crewmembers to fasten seatbelts, in accordance with the Certificate Holder's design. <i>Sources:</i> AC 91-62A 8.c. 6. Check in the aircraft cabin that the responsible crewmember verifies that the child restraint system is located in the window seat in accordance with the Certificate Holder's design. <i>Sources:</i> AC 91-62A 8.a.(1) 7. Check in the aircraft cabin, on a wide-body aircraft that the responsible crewmember verifies that the child restraint system is placed in a non-aisle seat, or in a middle row of a double-aisle seat grouping in accordance with the Certificate Holder's design. <i>Sources:</i> AC 91-62A 8.a.(2) 8. Check in the aircraft cabin that the responsible crewmember verifies that the same family or traveling group with more than one child restraint system, when practical, are located in the same row in accordance with the Certificate Holder's design. 	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

- Sources:* AC 91–62A 8.a.(3)
9. Check in the aircraft cabin that the responsible crewmember verifies that child restraint systems are not blocking access ways and passageways to emergency exits in accordance with the Certificate Holder's design.
Sources: AC 91–62A 8.a.(4)
10. Check in the passenger staging area that the responsible air carrier personnel verify that booster seats (those seats that do not have backs) are not used in accordance with the Certificate Holder's design.
Sources: FSAT 99–03 3.C.
11. Check in the aircraft cabin that a responsible crewmember verifies that booster seats (those seats that do not have backs) are not used, in accordance with the Certificate Holder's design.
Sources: FSAT 99–03 3.C.
12. Check in the aircraft cabin that the responsible crewmember verifies that a child restraint system supplied by the carrier is free of any defects, functions properly, and the restraint system is properly installed in accordance with the Certificate Holder's design.
Sources: FSAT 92–23 3.A.(3)
13. Check in the aircraft cabin by interviewing the responsible crewmember that in the case of an emergency evacuation, crewmembers would brief the parent to remove the child, and leave the child restraint seat attached to the aircraft passenger seat in accordance with the Certificate Holder's design.
Sources: ACOB 949
14. Check in the aircraft cabin that the responsible crewmember verifies that the parent has properly secured the child restraint system to the passenger seat and that the child is properly secured in the child restraint system in accordance with the Certificate Holder's design.
Sources: FSAT 95–09 3.A.(2)
15. Check in the aircraft cabin that the responsible crewmember verifies that child restraint systems have a solid back and seat, and contain restraint straps that securely hold a child in the restraint system in accordance with the Certificate Holder's design.
Sources: FSAT 99–03 3.B.
16. Check in the passenger staging area that the responsible air carrier personnel verify that any child restraint system allowed to be used is approved for use by checking for the required labels, in accordance with the Certificate Holder's design.
Sources: 121.311(b)(2)(ii)(A); 121.311(b)(2)(ii)(B)(1); 121.311(b)(2)(ii)(B)(2); 121.311(b)(2)(ii)(C); 121.311(b)(2)(ii)(A)
17. Check in the aircraft cabin that the responsible crewmember verifies that child restraint systems are approved for use by checking for the required labels, in accordance with the Certificate Holder's design.
Sources: 121.311(b)(2)(ii)(A); 121.311(b)(2)(ii)(B)(1); 121.311(b)(2)(ii)(B)(2); 121.311(b)(2)(ii)(C)
18. Check in the aircraft cabin that a child does not occupy booster–type child restraint systems, vest–and harness–type child restraint systems, or lap held child restraints during movement on

<p>the surface, take-off, or landing in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2)(ii)(D); 121.311(c)(1)</p> <p>19. Check in the aircraft cabin that approved child restraint systems are properly secured to only an approved aircraft forward-facing seat or berth during movement on the surface, takeoff, and landing in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2)(iii)(A)</p> <p>20. Check in the aircraft cabin that the responsible crewmember verifies that child restraint seats are not placed in sideward facing passenger seats in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB 949 Paragraph D.3</p> <p>21. Check in the passenger staging area that the responsible airline personnel verify a child is using an approved child restraint system and does not exceed the weight limits of the seat in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2)(iii)(B)</p> <p>22. Check in the aircraft cabin that the responsible crewmember verifies that a child using an approved child restraint system does not exceed the weight limits of the seat and that the child is properly secured in the restraint system in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2)(iii)(B)</p> <p>23. Check in the aircraft cabin that personnel do not prohibit a child from occupying an approved child restraint system furnished by the child's parent, guardian, or designated attendant, providing the child holds a ticket for an approved seat or berth, or such seat or berth is otherwise made available by the Certificate Holder for the child's use and the child is accompanied by an adult, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(c)(2); 121.311(c)(2)(i); 121.311(c)(2)(ii)</p> <p>24. Check in the aircraft cabin that child restraint systems are placed in a location which has been determined to be appropriate by the Certificate Holder and in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(c)(3)</p>	
<p>1.8 Were dangerous goods restrictions observed in accordance with the Certificate Holder's design?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.9 Did passengers receive applicable required safety briefings in accordance with the Certificate Holder's design?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check in the aircraft cabin that passenger briefings and demonstrations are given and include information on oxygen mask location, proper placement of oxygen masks on the face, how to adjust the oxygen mask straps, and an indication of oxygen flow, in accordance with Certificate Holder's design. <i>Sources:</i> ACOB 225</p> <p>2. Check in the aircraft cabin that if the flight is conducted above FL250, a responsible crewmember instructs passengers on the</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

- necessity of using oxygen in the event of cabin depressurization, and points out to them the location, and demonstrates the use of the oxygen–dispensing equipment in accordance with the Certificate Holder's design.
Sources: 121.333(f)
3. Check in the aircraft cabin that the responsible crewmember orally briefs all passengers in accordance with Certificate Holder's design.
Sources: 121.571(a)
 4. Check in the aircraft cabin that the pre takeoff oral briefing is given, by the responsible crewmember, so that each passenger can clearly hear it and easily see required demonstrations, in accordance with Certificate Holder's design.
Sources: AC 121–24 B; 1.Appendix; 1 Part 121 Operations with Flight Attendants
 5. Check in the aircraft cabin that the crewmembers giving demonstrations coordinate them with the information being given in the oral briefing, in accordance with the Certificate Holder's design.
Sources: AC 121–24 B; 1.Appendix; 1 Part 121 Operations with Flight Attendants
 6. Check in the aircraft cabin that when the pre–takeoff oral briefing uses videotape presentations any screens used during these presentations that extend into the aisles are properly stowed prior to movement on the surface, takeoff, or landing in accordance with Certificate Holder's design.
Sources: AC 121–24B 1. Appendix 1 Part 121 Operations with Flight Attendants
 7. Check in the aircraft cabin that if a videotape briefing is used, the flight attendants are evenly distributed, close to their assigned flight attendant seats, in accordance with Certificate Holder's design.
Sources: AC 121–24B; 1. Appendix; 1 Part 121 Operations with Flight Attendants
 8. Check in the aircraft cabin by interview of the responsible crewmember, on operations that use video or audiotaped briefings, that the crewmember knows the operator's alternative briefing procedures to follow if the videotape or audiotape presentation becomes inoperative, in accordance with Certificate Holder's design.
Sources: AC 121–24B; 1. Appendix; 1 Part 121 Operations with Flight Attendants
 9. Check in the aircraft cabin that the responsible crewmember provides an oral briefing to the passengers on the following: Exit Seating, Floor Proximity Emergency Lighting, Portable Electronic Devices, Oxygen Equipment, Supplemental Information, Liferafts and Slide/Rafts, Information on Passenger Cards, Posttakeoff – Seatbelts, and Postlanding Information, in accordance with the Certificate Holder's design.
Sources: AC 121–24 B 1. Appendix 1, Part 121 Operations with Flight Attendants
 10. Check in the aircraft cabin that the responsible crew member conducts an oral briefing to passengers, before each takeoff, on the location of emergency exits in accordance with Certificate Holder's

- design.
Sources: 121.571(a)(1)(ii)
11. Check in the aircraft cabin that before each takeoff each passenger is orally briefed by the responsible crewmember, on the use of seatbelts, instructions on how to fasten and unfasten, and when, where, and under what conditions the safety belt must be fastened, in accordance with Certificate Holder's design.
Sources: 121.571(a)(1)(iii)
 12. Check in the aircraft cabin that the responsible crewmember orally briefs passengers, before each takeoff, that seatbelts should be worn low and tight, in accordance with Certificate Holder's design.
Sources: AC 121-24B1. (3)
 13. Check in the aircraft cabin that the briefing given includes a statement that the Federal Aviation Regulations require passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of safety belts, in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(iii)
 14. Check in the aircraft cabin that the responsible crewmembers, before each takeoff, brief passengers on the location and use of any required emergency flotation means, in accordance with Certificate Holder's design.
Sources: 121.571(a)(1)(iv)
 15. Check in the aircraft cabin that if the aircraft is equipped with different types of flotation equipment, each different type of equipment is: Explained on the passenger information cards, If, each cabin section uses a different information card, ensure that the equipment and the card match, and The different methods of donning and/or the operation of the individual flotation means is depicted on the card, in accordance with the Certificate Holder's design.
Sources: FSAT 97-08 4.
 16. Check in the aircraft cabin that before each takeoff, on operations that do not use flight attendants, the pilot briefs each passenger on the placement of seatbacks in an upright position during takeoff and landing in accordance with Certificate Holder's design.
Sources: 121.571(a)(1)(v)(A)
 17. Check in the aircraft cabin that before each takeoff, on operations that do not use flight attendants, the pilot briefs each passenger on the location of survival equipment in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(A)
 18. Check in the aircraft cabin that before each takeoff, on operations that do not use flight attendants, the pilot briefs each passenger on the normal and emergency use of oxygen if the flight involves operations above 12,000 MSL, in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(C)
 19. Check in the aircraft cabin that, on operations that do not use flight attendants, the pilot briefs each passenger on the location and

- operation of fire extinguishers in accordance with the Certificate Holder's design.
Sources: 121.571(a)(1)(v)(D)
20. Check in the aircraft cabin that the pilot presents the pre-takeoff oral briefing when flight attendants are not available, preferably before engine start, so passengers can easily hear it can easily see the actual or simulated demonstration, in accordance with Certificate Holder's design.
Sources: AC 91-69A 8.b.
21. Check in the aircraft cabin that during seaplane operations, crewmembers brief the passengers on how to fasten, tighten, and unfasten the safety belt and shoulder harness, if installed, without looking at the mechanism. The briefing will also include how to stow the loose end of the seatbelt so that it does not hinder opening the seatbelt in the event of capsizing in accordance with Certificate Holder's design.,
Sources: AC 91-69A 8.c.(2)
22. Check in the aircraft cabin in BE-02 and like aircraft types, prior to engine start, the pilot closes the cabin door, and while at the door, verbally instructs passengers on the emergency opening procedures for this door using a hands-on approach, in accordance with the Certificate Holder's design.
Sources: FSAT 97-06; 3.a.; FSAT 97-06; 3.B.; FSAT 97-06; 4.
23. Check in the aircraft cabin that the responsible crewmember, after each takeoff, immediately before or immediately after turning the seatbelt sign off, makes an announcement that passengers should keep their seatbelts fastened while seated, even when the seatbelt sign is off in accordance with Certificate Holder's design.
Sources: 121.571(a)(2)
24. Check in the aircraft cabin that, before each takeoff, the responsible crewmember assigned to the flight conducts an individual briefing with each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency, in accordance with Certificate Holder's design. Exception: This briefing does not apply to a person who has been given a briefing before a previous leg of a flight in the same aircraft.
Sources: 121.571(a)(3)
25. Check in the aircraft cabin that the responsible crewmember conducts individual safety briefings for qualified individuals with disabilities as inconspicuously and discreetly as possible in accordance with the Certificate Holder's design.
Sources: 14 CFR 382.45
26. Check in the aircraft cabin that the responsible crewmember briefs each special handling passenger and their attendant, if any, on: The routes to each appropriate exit, The most appropriate time to begin moving to an exit, And asks about the most appropriate manner of assisting the person so as to prevent pain and further injury in the event of an emergency, in accordance with Certificate Holder's design.
Sources: 121.571(a)(3)(i); 121.571(a)(3)(ii); 121.571(a)(4)

<p>27. Check in the aircraft cabin that the responsible crewmember briefs and demonstrates the accurate life preserver donning, tightening of waist straps, manual and automatic inflation techniques, and points out survivor light. This demonstration and briefing should also include the stowage location of life preservers, removal, and extraction from pouches, in accordance with the Certificate Holder's design. <i>Sources:</i> AC-121-24B1 (12)(b)</p> <p>28. Check in the aircraft cabin that crewmember instructions are given to inform passengers that seatbacks must be in the upright position for takeoff and landing in accordance with Certificate Holder's design. <i>Sources:</i> 121.311(e)</p> <p>29. Check in the aircraft cabin that on airplanes with no flight attendants, the flight crew instructs each passenger to place his or her seatback in the upright position for takeoff and landing, in accordance with Certificate Holder's design. <i>Sources:</i> 121.311(e)(3)</p> <p>30. Check in the aircraft cabin that in the preflight briefing to passengers a statement is made for passengers to keep their seatbelts fastened in flight except when leaving their seats, in accordance with the Certificate Holder's design. <i>Sources:</i> Amendment 121-84</p> <p>31. Check in the aircraft cabin that before each takeoff the passengers are given a briefing that includes statements that passengers must comply with Federal Aviation Regulations and crewmember instructions regarding compliance with the following, in accordance with Certificate Holder's design: Passenger information signs Posted placards Keep seatbelts fastened while the "Fasten Seatbelt" sign is lighted No smoking in any lavatory No smoking in areas designated for safety purposes as "No Smoking" areas No smoking while the "No Smoking" sign is lighted or "No Smoking" placards are posted. No tampering with, disabling, or destroying any smoke detector installed in any airplane lavatory. <i>Sources:</i> 121.317(k); 121.571(a)(1)(i); 121.571(a)(1)(iii)</p>	
<p>1.10 Were applicable requirements met regarding the use of seatbelts and seatbelt/shoulder harnesses and passenger seatbacks?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check in the aircraft cabin that each passenger who has reached his second birthday has an approved seat or berth during take-off, enroute flight and landing, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(a)(1)</p> <p>2. Check in the aircraft cabin that each person onboard who has reached his second birthday has an approved safety belt for separate use during takeoff, enroute flight, and landing; except that two persons occupying a berth, multiple lounge, or divan seat may share one approved safety belt during enroute flight only, in accordance with the Certificate Holder's design.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p><i>Sources:</i> 121.311(a)(2)</p> <p>3. Check in the aircraft cabin that no restraint device is being used to restrain any lap child who is being held by an adult during movement on the surface take-off and landing in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(1)</p> <p>4. Check in the aircraft cabin that a child does not occupy booster-type child restraint systems, vest-and harness-type child restraint systems, or lap held child restraints during movement on the surface, take-off, or landing in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(b)(2)(ii)(D); 121.311(c)(1)</p> <p>5. Check in the aircraft cabin that each passenger seatback is in the upright position for takeoff and landing in accordance with the Certificate Holder's design. <i>Sources:</i> 121.311(e)</p> <p>6. Check in the aircraft cabin that passengers are instructed to raise seatbacks upright before acceleration for takeoff begins and before the aircraft lands in accordance with Certificate Holder's design. <i>Sources:</i> Legal Interpretation 9-18-1990</p> <p>7. Check in the aircraft cabin that if seatbacks are placed in other than the upright position for takeoff and landing, it is in accordance with Certificate Holder's design and does not obstruct access to emergency exits. <i>Sources:</i> 121.311(e)</p> <p>8. Check in the aircraft cabin that if seats are used for cargo, or for persons unable to sit erect for medical reasons, it is in accordance with Certificate Holder's design and does not obstruct any passenger's access to the aisle or any emergency exits. <i>Sources:</i> 121.311(e)(2)</p> <p>9. Check in the aircraft cabin that seatbacks do not obstruct any passenger's access to the aisle or any emergency exit in accordance with Certificate Holder's design. <i>Sources:</i> 121.311(e)(2)</p> <p>10. Check in the aircraft cabin that each occupant of a seat equipped with a shoulder harness or with a combined safety belt and shoulder harness has it properly secured about that occupant during takeoff and landing. Except that the shoulder harness that is not combined with a safety belt may be unfastened if the occupant cannot perform the required duties. <i>Sources:</i> 121.311(h)</p> <p>11. Check in the aircraft cabin that at least one legible sign or placard that reads "Fasten seatbelt while seated" is visible from each passenger seat in accordance with Certificate Holder's design. <i>Sources:</i> 121.317(d)</p>	
<p>1.11 Did the Certificate Holder require passengers to comply with restrictions regarding portable electronic devices?</p> <p><i>Related Performance JTI's:</i></p> <p>1.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>Check in the aircraft cabin that no prohibited portable electronic devices are being used, in accordance with the Certificate Holder's design. <i>Sources: 121.306(a)</i></p>	
<p>1.12 Were applicable requirements regarding prohibition of smoking observed?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check in the aircraft cabin that on non-smoking flights, either the "No-Smoking" passenger information signs are lighted or one or more "No-Smoking" placards are posted during the entire flight in accordance with Certificate Holder's design. <i>Sources: 121.317(c)</i> 2. Check in the aircraft cabin that if the lighted "No-Smoking" signs and placards are used, the signs remain lighted during the entire flight segment in accordance with Certificate Holder's design. <i>Sources: 121.317(c)</i> 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.13 If an extended overwater operation, were applicable requirements regarding equipment and briefings observed?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check in the aircraft cabin that a life preserver equipped with an approved survivor locator light is provided to each occupant of the airplane in extended over water operations in accordance with the Certificate Holder's design. <i>Sources: 121.339(a)(1)</i> 2. Check in the aircraft cabin that, if conducting extended over water operations, the required life rafts, life preservers, and survival-type emergency locator transmitter are easily accessible in the event of a ditching without appreciable time for preparatory procedures in accordance with Certificate Holder's design. <i>Sources: 121.339(b)</i> 3. Check in the aircraft cabin that airplanes equipped with life preservers or other approved flotation means provided for each seated occupant, have that equipment within easy reach and readily removable from the airplane in accordance with Certificate Holder's design. <i>Sources: 121.340(a)</i> 4. Check in the aircraft cabin that the responsible crewmembers, before each takeoff, brief passengers on the location and use of any required emergency flotation means, in accordance with Certificate Holder's design. <i>Sources: 121.571(a)(1)(iv)</i> 5. Check in the aircraft cabin that if the aircraft is equipped with different types of flotation equipment, each different type of equipment is: Explained on the passenger information cards, If, each cabin section uses a different information card, ensure that the equipment and the card match, and The different methods of donning and/or the operation of the individual flotation means is depicted on the card, in accordance with the Certificate Holder's design. 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>

<p><i>Sources:</i> FSAT 97–08 4.</p> <p>6. Check in the aircraft cabin that the responsible crewmember orally briefs passengers in extended overwater operations on the location and operation of life preservers, life rafts, and other flotation means including a demonstration of the method of donning and inflating a life preserver in accordance with Certificate Holder's design. <i>Sources:</i> 121.573(a)</p> <p>7. Check in the aircraft cabin that the responsible crewmember briefs and demonstrates the accurate life preserver donning, tightening of waist straps, manual and automatic inflation techniques, and points out survivor light. This demonstration and briefing should also include the stowage location of life preservers, removal, and extraction from pouches, in accordance with the Certificate Holder's design. <i>Sources:</i> AC–121–24B1 (12)(b)</p> <p>8. Check in the aircraft cabin that if the airplane proceeds directly over water after takeoff, the overwater briefing is done before takeoff, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.573(c)</p> <p>9. Check in the aircraft cabin that if the airplane does not proceed directly over water after takeoff the entire briefing is given before reaching the overwater part of the flight, in accordance with the Certificate Holder's design. <i>Sources:</i> 121.573(d)</p>	
<p>1.14 Were passenger information signs and required informational placards present and used in accordance with the Certificate Holder's design?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check in the aircraft cabin that cockpit crew members illuminate the seatbelt sign before movement on the surface, during takeoff, landing and, when in the judgement of the pilot-in-command it should be illuminated, in accordance with Certificate Holder's design. <i>Sources:</i> ACOB 228</p> <p>2. Check in the aircraft cockpit that when the seatbelt sign is turned on, the responsible crewmember makes an announcement advising passengers that when the seatbelt sign is illuminated, Federal Regulations require passengers to fasten their seatbelts, in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB 228</p> <p>3. Check in the aircraft cabin that when the seatbelt sign is turned on, the responsible crewmember makes an announcement advising passengers that when the seatbelt sign is illuminated, Federal Regulations require passengers to fasten their seatbelts, in accordance with the Certificate Holder's design. <i>Sources:</i> ACOB 228</p> <p>4. Check in the aircraft cabin that when the seatbelt sign is illuminated, the responsible crewmembers periodically remind passengers that the seatbelt sign is lighted, and additional and forceful announcements are made if passengers stand and the seatbelt sign is illuminated in accordance with the Certificate Holder's design.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<p><i>Sources: ACOB 228</i></p> <p>5. Check in the aircraft cabin that the seatbelt sign is turned on during any movement on the surface, for each takeoff and landing, and at any other time considered necessary by the pilot, in accordance with Certificate Holder's design. <i>Sources: 121.317(b)</i></p> <p>6. Check in the aircraft cabin the crewmembers make announcements to forewarn passengers of pending situations, which will require them to comply with the seatbelt sign being turned on such as, expected turbulence or approaching destination in accordance with Certificate Holder's design. <i>Sources: FSAT 95-25 A. FSAT 95-25 B.(4)</i></p> <p>7. Check in the aircraft cockpit that the responsible crewmember makes announcements forewarning passengers of pending situations requiring them to comply with the seatbelt sign when it is illuminated for expected turbulence and approaching destination in accordance with Certificate Holder's design. <i>Sources: FSAT 95-25 A. FSAT 95-25 B.(4)</i></p> <p>8. Check in the aircraft cabin that there is in each lavatory a sign or placard that reads, "Federal Law Provides for a penalty up to \$2,000 (\$2,200) for tampering with the smoke detector installed in this lavatory," in accordance with Certificate Holder's design. <i>Sources: 121.317(e)</i></p> <p>9. Check in the aircraft cabin that on flight segments where smoking is permitted the "No-Smoking" sign is turned on during movement on the surface, for each takeoff /landing, and at any other time considered necessary by the pilot-in-command, in accordance with Certificate Holder's design. <i>Sources: 121.317(j)</i></p> <p>10. Check in the aircraft cabin that on non-transport category airplanes type certificated after December 31, 1964, and manufactured before December 20, 1977, the airplane is: equipped with at least one "fasten seatbelt," placard the placard is legible to each person seated in the cabin during movement on the surface, for each takeoff/landing, and oral instructions are given by a crewmember any other time considered necessary by the pilot-in-command, in accordance with Certificate Holder's design. <i>Sources: 121.317(l)</i></p>	
<p>2</p>	<p>Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Passenger Handling process followed?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check in the aircraft cabin that a supply of supplemental oxygen for use in a reciprocating engine airplane, approved for passenger safety is available in accordance with the Certificate Holder's design. <i>Sources: 121.327(c)(1); 121.327(c)(2); 121.327(c)(3)</i></p> <p>2. Check in the aircraft cabin that a supply of supplemental oxygen for use in a turbine powered airplane, approved for passenger safety is</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

- available in accordance with the Certificate Holder's design.
Sources: 121.329(c)(1); 121.329(c)(2); 121.329(c)(3)
3. Check in the aircraft cabin that a supply of supplemental oxygen for use in a reciprocating engine powered, pressurized-cabin airplanes, approved for passenger safety is available in accordance with the Certificate Holder's design.
Sources: 121.331(c); 121.331(c)(1); 121.331(c)(2); 121.331(c)(2)(i); 121.331(c)(2)(ii); 121.331(c)(2)(iii)
 4. Check in the aircraft cabin that turbine powered airplanes, with pressurized cabins, at altitudes above 10,000 feet, supplemental oxygen for emergency descent and first aid, is provided for the use of passenger cabin occupants, in accordance with Certificate Holder's design.
Sources: 121.333(e)(1); 121.333(e)(2)
 5. Check in the aircraft cabin, by interviewing the flight attendant to verify they know how to: manually open each type of oxygen mask compartment deploy the oxygen masks identify compartments with additional oxygen masks implement immediate action decompression procedures reset, if applicable in accordance with Certificate Holder's design.
Sources: HBAT 01-01a
 6. Check in the aircraft cabin that airplanes equipped with life preservers or other approved flotation means provided for each seated occupant, have that equipment within easy reach and readily removable from the airplane in accordance with Certificate Holder's design.
Sources: 121.340(a)
 7. Check in the aircraft that when an FAA Inspector is performing duties and presents Form FAA 110A, "Aviation Safety Inspector's Credentials," to the pilot-in-command, the inspector is given free and uninterrupted access to the cockpit and cabin in accordance with Certificate Holder's design.
Sources: 121.548
 8. Check in the passenger staging area that the Certificate Holder allows a passenger to carry and operate equipment for the storage, generation, or dispensing of medical oxygen when that equipment is furnished by the Certificate Holder, in accordance with the Certificate Holder's design.
Sources: 121.574(a)(1)(i)
 9. Check in the aircraft cabin that oxygen equipment carried and operated or stowed, for the generation or dispensing of medical oxygen for a passenger is furnished by the Certificate Holder in accordance with the Certificate Holder's design.
Sources: 121.574(a)(1)(i)
 10. Check in the aircraft cabin that the responsible crewmember verifies that medical oxygen is properly secured in accordance with the Certificate Holder's design.
Sources: 121.574(a)(1)(vii)
 11. Check in the aircraft cabin that oxygen that is stored in the form of a compressed gas does not exceed the rated cylinder pressure, in

- accordance with the Certificate Holder's design.
Sources: 121.574(a)(3)(ii)
12. Check at the Passenger Staging Area that: Each person using the medical oxygen has a medical need to use it evidenced by a written statement to be kept in that person's possession, signed by a licensed physician which specifies the maximum quantity of oxygen needed each hour and the maximum flow rate needed for the pressure altitude corresponding to the pressure in the cabin under normal operating conditions, and When a physician's statement is required the total quantity of oxygen carried is equal to the maximum quantity of oxygen needed each hour, as specified in the physician's statement, multiplied by the number of hours used to compute the amount of airplane fuel, in accordance with the Certificate Holder's design.
Sources: 121.574(a)(4); 121.574(a)(5)
13. Check in the aircraft cabin that the pilot in command was advised when medical oxygen equipment was on board, and when it was intended to be used in accordance with the Certificate Holder's design.
Sources: 121.574(a)(6)
14. Check in the aircraft cockpit that the pilot in command was advised when medical oxygen equipment is on board, and when it is intended to be used in accordance with the Certificate Holder's design.
Sources: 121.574(a)(6)
15. Check in aircraft cabin that the responsible crewmember verifies medical oxygen equipment is properly stowed, and each person using the equipment is seated, so as not to restrict access to, or use of, any required emergency exit, regular exit, or the aisle in the passenger compartment, in accordance with the Certificate Holder's design.
Sources: 121.574(a)(7)
16. Check at the aircraft cabin by interviewing a responsible crewmember to verify he knows the appropriate method of securing medical oxygen which will reasonably assure that the equipment does not become a hindrance during unusual flight situations or an emergency evacuation, in accordance with Certificate Holder's design.
Sources: 121.574(a)(7)
17. Check in aircraft cabin by interview that the responsible crewmember is aware that no person may be allowed to smoke within 10 feet of oxygen storage and dispensing equipment in accordance with Certificate Holder's design.
Sources: 121.574(b)
18. Check in the aircraft cabin that no person is allowed to connect or disconnect medical oxygen dispensing equipment, to or from a gaseous oxygen cylinder while any passenger is aboard the airplane in accordance with Certificate Holder's design.
Sources: 121.574(c)
- 19.

- Check in the aircraft cabin that the responsible crewmember ensures that no person drinks any alcoholic beverage aboard an aircraft unless the Certificate Holder has served that beverage in accordance with Certificate Holder's design.
Sources: 121.575(a)
20. Check in the aircraft cabin that the responsible crewmember does not serve any alcoholic beverages to any person aboard the aircraft who appears to be intoxicated in accordance with the Certificate Holder's design.
Sources: 121.575(b)(1)
21. Check in the aircraft cabin by interviewing the responsible crewmember to determine they know that no alcoholic beverages are to be served to any person aboard any of its aircraft who is escorting a person, or is being escorted, in accordance with Certificate Holder's design.
Sources: 121.575(b)(2)
22. Check in the aircraft cabin that the responsible crewmember does not serve any alcohol to any person aboard its aircraft who has a deadly or dangerous weapon accessible to him aboard the aircraft in accordance with Certificate Holder's design.
Sources: 121.575(b)(3)
23. Check in the aircraft cockpit that if the airplane is operated carrying a person who does not have to comply with the passenger carrying requirements of Part 121, the responsible crewmember ensures that the authorized person has unobstructed access from his seat to a regular or emergency exit in accordance with Certificate Holder's design.
Sources: 121.583(b)(1)
24. Check in the aircraft cockpit that if the airplane is operated carrying a person who does not have to comply with the passenger carrying requirements of Part 121, the pilot in command has a means of notifying each person when smoking is prohibited and when safety belts must be fastened in accordance with Certificate Holder's design.
Sources: 121.583(b)(2)
25. Check in the aircraft cockpit that if the airplane is operated carrying a person who does not have to comply with the passenger carrying requirements of Part 121, that each person has an approved seat with an approved safety belt. The seat must be located so that the occupant is not in any position to interfere with the flight crewmembers performing their duties in accordance with Certificate Holder's design.
Sources: 121.583(b)(3)
26. Check at the aircraft cockpit that before each takeoff, that passengers who do not have to comply with the passenger carrying requirements, are orally briefed in accordance with Certificate Holder's design by the responsible crewmember on Smoking, the use of seat belts, the location and operation of emergency exits, the use of oxygen and emergency oxygen equipment – For extended overwater operations, the location of life rafts, location and operation

- of life preservers, a demonstration of the method of donning and inflating a life preserver, in accordance with Certificate Holder's design.
Sources: 121.583(c)(1); 121.583(c)(2); 121.583(c)(3); 121.583(c)(4); 121.583(c)(5)
27. Check at the aircraft cabin that before each takeoff, passengers who do not have to comply with the passenger carrying requirements, are orally briefed in accordance with Certificate Holder's design by the responsible crewmember on: Smoking, the use of seat belts, the location and operation of emergency exits, the use of oxygen and emergency oxygen equipment, and for extended overwater operations, the location of life rafts, location and operation of life preservers, and includes a demonstration of the method of donning and inflating a life preserver, in accordance with Certificate Holder's design.
Sources: 121.583(c)(1); 121.583(c)(2); 121.583(c)(3); 121.583(c)(4); 121.583(c)(5)
28. Check in the aircraft cockpit that if the pilot in command authorizes a person carried without compliance with the passenger carrying requirements of Part 121 to be admitted to the crew compartment, that that is done in accordance with Certificate Holder's design.
Sources: 121.583(e)
29. Check in the aircraft cabin by interviewing a responsible crewmember to verify he knows his procedures applicable to the specific type of aircraft and operation for handling passengers such as: Infants, Children, and Unaccompanied Minors, Passengers Needing Special Assistance, and Passengers Needing Special Accommodation (like prisoners, VIP's, Deportees, Runaways, Persons traveling without visas, and other designated unescorted individuals, in accordance with the Certificate Holder's design.
Sources: 8400.10 ; Vol 3; Chapter 14,; Section 5,; 2015, (7); Passenger Handling Responsibilities
30. Check in the aircraft cabin that the armrests are in the normal forward/down position for takeoff and landing in accordance with the Certificate Holder's design.
Sources: ACOB 210
31. Check in the aircraft cabin that communication and coordination between all crewmembers regarding signals that alert flight attendants are used during turbulent conditions when: Flight attendants are to cease inflight service Flight attendants are to secure galley Flight attendants are to be seated with restraints fastened Flight attendants are to resume duties, in accordance with Certificate Holder's design.
Sources: FSAT 95-25 B.(2); FSAT 95-25 B.(3)
32. Check in the aircraft cabin that when flight attendants determine that turbulence is too severe for continuing service, they take their seats and fastened their restraints and then notify the flight crewmembers regarding this action, in accordance with Certificate Holder's design.
Sources: FSAT 95-25 A.; FSAT 95-25 B.(4)
- 33.

	<p>Check in the aircraft cabin that during flights when smoking is permitted, the responsible crewmember makes an announcement stating that smoking of cigars and pipes is not permitted in accordance with Certificate Holder's design. <i>Sources: AC 121-24B1 Appendix 1 a.(2)(d)</i></p>	
3	Were the Passenger Handling process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	Did the records for the Passenger Handling process comply with the instructions provided in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	Were the process measurements for the Passenger Handling process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Passenger Handling is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Passenger Handling process.

2 Identify the person who has overall authority for the Passenger Handling process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6 below. Answer questions 2.1 and 2.2 below, and provide the name/title.

3 Review the duties and responsibilities for the person(s) who manage the Passenger Handling process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Passenger Handling process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Passenger Handling process:

2.1 Is there a clearly identified person who is responsible for the quality of the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Passenger Handling process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Passenger Handling process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu
1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand procedures, policies or instructions and information.
4. Does not understand controls.
5. Does not understand process measurements.
6. Does not understand interfaces.
7. Span of control.
8. Position vacant.
9. Other.