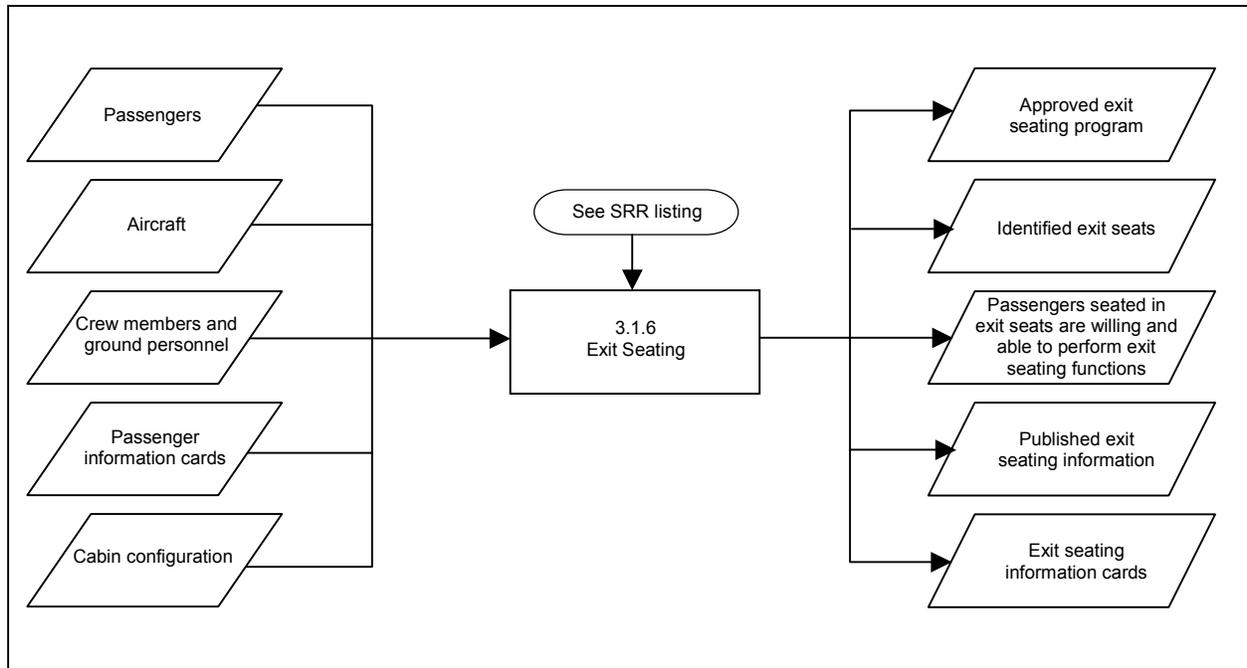


# Safety Attribute Inspection (SAI) Job Aid



## ELEMENT SUMMARY INFORMATION

**Element:** 3.1.6 Exit Seating

**Purpose of this Element** (Air Carrier's responsibility): To ensure exit seats are occupied only by passengers that are qualified, able, and willing to assist during emergency evacuations.

**Objective** (FAA responsibility): To determine if the Air Carrier adheres to its approved Exit Seating program.

### Inputs:

- Passengers
- Aircraft
- Crew Members and Ground Personnel
- Passenger Information Cards
- Cabin Configuration

### Outputs:

- Approved exit seating program.
- Identified exit seats.
- Passengers seated in exit seats are willing and able to perform exit seating functions.
- Published exit seating information.
- Exit seating information cards.

# Safety Attribute Inspection (SAI) Job Aid

## Performance Measures:

- Only passengers willing and able to perform seat functions occupy exit seats.
- The published exit seating information is available at all gates and ticket counters.
- Exit seating information cards contain required information.
- Exit seats were identified.
- The exit seating procedures were approved.

# Safety Attribute Inspection (SAI) Job Aid

## SRR:

- 121.585 (a ,b, d - i, k - o): Exit seating.

## Other CFRs and/or FAA Guidance:

- FAA Order 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2151: Exit Seating Program
- FAA Order 8400.10, Volume 3, Chapter 15, Section 3, Figure 3.15.3.1: Exit Seating Program Job Aid
- Preamble:
  - 57 FR 48658: Volume 57, No. 208; Tuesday, October 27, 1992; Page 48658
  - 14 CFR Parts 121 and 135, [Docket No. 25821; Amendment Nos. 121-232 and 135-45]
  - RIN 2120-AE22, Exit Seating

# Safety Attribute Inspection (SAI) Job Aid

## SRR SPECIFIC INFORMATION

<b>SRR</b>	<b>Intent</b>	<b>Inspectors</b>
<b>121.585 (a)</b>	To designate the exit seats and to determine the suitability of persons permitted to occupy those seats.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (b)</b>	To specify the requirements for exit seating and to prohibit persons unable to meet those requirements from occupying the exit seats.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (d)</b>	To specify the exit seating information that must be included on the passenger information card.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (e)</b>	To specify the location of exit seating information cards and to give specific reasons for a passenger to request reseating.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (f)</b>	To require that information on exit seating is available to the public at gates and ticket counters.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (g)</b>	To require verification, prior to movement, that exit seats are not occupied by unsuitable persons.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (h, i)</b>	To specify the exit seating information required in the passenger briefing.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (k, l)</b>	To require the air carrier to expeditiously relocate passengers to or from exit seats when necessary.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
<b>121.585 (m)</b>	To specify when an air carrier may deny transportation under its exit seating program.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>

# Safety Attribute Inspection (SAI) Job Aid

<b>SRR</b>	<b>Intent</b>	<b>Inspectors</b>
<b>121.585 (n)</b>	To require the air carrier to establish procedures for exit seating and submit them to their Principle Operations Inspector.	<i><b>Certification:</b> Operations and CSI</i> <i><b>Surveillance:</b> Operations and CSI</i>
<b>121.585 (o)</b>	To encourage the air carrier to assign exit seats prior to boarding.	<i><b>Certification:</b> Operations and CSI</i> <i><b>Surveillance:</b> Operations and CSI</i>

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### **SECTION 1 - RESPONSIBILITY ATTRIBUTE**

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Exit Seating process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who is responsible for the quality of the Exit Seating process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Exit Seating process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who is answerable for the quality of the Exit Seating process?	<input type="checkbox"/> YES <b>If yes, provide the name:</b> <input type="checkbox"/> NO <b>If no, explain:</b>
2. Does the person understand the procedures associated with the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### **SECTION 2 – AUTHORITY ATTRIBUTE**

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Exit Seating process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who has the authority to establish or modify the Exit Seating process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person’s qualifications and work experience (or resume’, if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Exit Seating process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier’s policies for the Exit Seating process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier’s Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the individual know who has the responsibility for the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Exit Seating process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### SECTION 3 – PROCEDURES ATTRIBUTE

**Objective:** To determine if the air carrier has documented procedures for accomplishing the Exit Seating process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Exit Seating process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Exit Seating process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Exit Seating process to gain an understanding of the procedures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Do written procedures exist to achieve the desired result of the Exit Seating process:

1.1 Does the air carrier have written procedures to designate exit seats? [121.585 (a)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Does the air carrier have written procedures to determine the suitability of persons permitted to occupy exit seats? [121.585 (a)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Does the air carrier have written procedures to prohibit persons unable to meet exit seating requirements from occupying exit seats? [121.585 (b)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Does the air carrier have written procedures to ensure that exit seating information is available on passenger information cards? [121.585 (d)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Does the air carrier have written procedures to ensure that exit seating information cards are located at each exit seat? [121.585 (e)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Does the air carrier have written procedures to provide passengers with information on specific reasons for seat reassignment? [121.585 (e)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Does the air carrier have written procedures to ensure that exit seating information is available at all ticket counters and gates? [121.585 (f)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Does the air carrier have written procedures to verify that exit seats are occupied only by persons able to comply with the exit seating requirements? [121.585 (g)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### SECTION 3 – PROCEDURES ATTRIBUTE

1.9	Does the air carrier have written procedures to specify the exit seating information required to be in the passenger briefing? [121.585 (h,i)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.10	Does the air carrier have written procedures to expeditiously relocate passengers to or from exit seats when necessary? [121.585 (k,l)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.11	Does the air carrier have written procedures to determine when the air carrier may deny transportation under its exit seating program? [121.585 (m)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.12	Does the air carrier have written procedures to ensure exit seating procedures are submitted to their Principle Operations Inspector? [121.585 (n)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.13	Does the air carrier have written procedures to assign exit seats prior to boarding? [121.585 (o)]	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2.	Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3.	Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4.	Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5.	Does the air carrier have the resources to support the written procedures for the Exit Seating process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6.	If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A,	If no, explain:  No alternate procedures exist for this element
7.	Are the procedures published in different manuals relating to the Exit Seating process consistent?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
8.	Does the air carrier have a documented method for assessing the impacts of procedural changes to the Exit Seating process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### SECTION 4 – CONTROL ATTRIBUTE

**Objective:** To determine if checks and restraints are designed into the Exit Seating process to ensure a desired result is achieved.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Exit Seating process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Exit Seating process with appropriate personnel to gain an understanding of the controls.
4. Observe the Exit Seating process to gain an understanding of the controls.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following checks and restraints built into the Exit Seating process:

1.1 Does the air carrier have a system in place to identify which crewmember is responsible for verifying that exit seats are occupied by suitable passengers?	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.2 Does the air carrier have a system in place to ensure that the responsible crewmember notifies the pilot in command that the exit seating has been verified? [SRR 121.585 (g)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
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1.3 Does the air carrier have a system in place to ensure that the last passenger entry door is not closed until the exit seating is verified?	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.4 Does the air carrier have a system in place to ensure that exit seating information is made available to all passengers prior to boarding? [SRR 121.585 (f)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
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1.5 Does the air carrier have a system in place to ensure that exit seating cards are available to all passengers in exit seats? [SRR 121.585 (e)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
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1.6 Does the carrier have a system in place to ensure that exit seats are only occupied by able bodied passengers? [SRR 121.585 (b)]	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

2. Do the checks and restraints ensure the desired result is achieved for the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
---	--

3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
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4. Does the air carrier have the resources to support the checks and restraints for the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
---	--

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### **SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE**

**Objective:** To determine if the air carrier measures and assesses the Exit Seating process, to identify and correct problems or potential problems.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Exit Seating process.
2. Discuss the Exit Seating process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Exit Seating process to gain an understanding of the process measures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. <Deleted>

2. Does the air carrier's Exit Seating process include the following process measurements?

<i>2.1 Does the air carrier record instances when passengers were denied transportation under their exit seating program?</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
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<i>2.2 Does the air carrier record instances when exit seating procedures were implemented with out first obtaining approval from the FAA?</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

<i>2.3 Does the air carrier document where, when and why passenger suitability determinations occurred after boarding and use that information to improve the pre-board screening process?</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

<i>2.4 Does the air carrier record instances when it was unable to expeditiously relocate passengers to or from exit seats when necessary?</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

3. Does the air carrier document their process measurement methods and results?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
---	--

4. Are the air carrier's process measurement methods effective?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
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5. Does the air carrier use their process measurement results to improve their programs?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
--	--

6. Are the process measurement results accessible to the FAA?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
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7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
---	--

8. Does the air carrier have the resources to support the process measurement for the Exit Seating process?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
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# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### SECTION 6 – INTERFACES ATTRIBUTE

**Objective:** To determine if the air carrier identifies and manages the interactions between the Exit Seating process and the other element processes within the air carrier organization.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Exit Seating process.
2. Discuss the Exit Seating process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Exit Seating process to gain an understanding of the interfaces.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following interfaces identified for the Exit Seating process:

1.1 <Deleted>

1.2 Passenger Handling (Element 3.1.1)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.3 Flight Attendant/Cabin Procedures (Element 3.1.2)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.4 Training of Flight Attendants (Element 4.2.4)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.5 Ground Training/Stations Personnel (Element 4.2.6)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.6 Station Facilities (Element 5.1.5)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.7 Director of Safety (Element 7.1.3)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.8 Safety Program (Element 7.2.1)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

1.9 Manual Currency (Element 2.1.1)

- YES    **If no or N/A, explain:**  
 NO  
 N/A

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.6 Exit Seating

### **SECTION 6 – INTERFACES ATTRIBUTE**

<p>1.10 <i>Content Consistency Across Manuals (Element 2.1.2)</i></p>	<p><input type="checkbox"/> YES    <b>If no or N/A, explain:</b>  <input type="checkbox"/> NO  <input type="checkbox"/> N/A</p>
<p>1.11 <i>(Manual) Distribution (Element 2.1.3)</i></p>	<p><input type="checkbox"/> YES    <b>If no or N/A, explain:</b>  <input type="checkbox"/> NO  <input type="checkbox"/> N/A</p>
<p>1.12 <i>(Manual) Availability (Element 2.1.4)</i></p>	<p><input type="checkbox"/> YES    <b>If no or N/A, explain:</b>  <input type="checkbox"/> NO  <input type="checkbox"/> N/A</p>
<p>2. List any additional interfaces identified:</p>	
<p>3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?</p>	<p><input type="checkbox"/> YES    <b>If no, explain:</b>  <input type="checkbox"/> NO</p>
<p>4. Are there controls to ensure that interfaces occur?</p>	<p><input type="checkbox"/> YES    <b>If no, explain:</b>  <input type="checkbox"/> NO</p>
<p>5. Are the interfaces between the Exit Seating process and other processes treated consistently in the Manual(s)?</p>	<p><input type="checkbox"/> YES    <b>If no, explain:</b>  <input type="checkbox"/> NO</p>