

**Safety Attribute Inspection (SAI) 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 the Certificate Holder's Passenger Handling process meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Passenger Handling process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Passenger Handling process.

**Specific Instructions:**

- Intentionally left blank

**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

**SAI SECTION 1 – PROCEDURES ATTRIBUTE**

**Objective:** Procedures, instructions and information contained in Certificate Holder's manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder's manual should establish the Certificate Holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

**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 duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Passenger Handling process.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Passenger Handling process.

**Questions**

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

- 1 Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for a Passenger Handling process:

- 1.1 Does the Certificate Holder's manual contain general policies for the Passenger Handling process that comply with the specific regulatory requirements?  
SRRs: 121.135(b)(1); 121.306(a); 121.311(a); 121.311(b); 121.311(e); 121.311(f); 121.317(a); 121.317(b); 121.317(c); 121.317(d); 121.317(e); 121.317(h); 121.317(i); 121.317(j); 121.317(l); 121.331(c); 121.340(a); 121.548; 121.550; 121.571(c); 121.573(a); 121.573(b); 121.574(b); 121.574(c); 121.575(a); 121.575(c); 121.575(d); 121.583(a); 121.583(d); 121.586(b); 121.586(c); 121.586(d); 121.571(b); 121.574(a); 121.586(a); 121.571(a); 121.575(b); 121.327(c); 121.329(c); 121.333(e); 121.583(c)

*Related Design JTI's:*

1. Check that the Certificate Holder's manual system contains a policy that no airplane will be operated unless each passenger who has reached his second birthday has an approved seat or berth during takeoff, enroute flight and landing.  
*Sources:* 121.311(a)(1); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.4-op; 4.2.6-op; 1.3.1-aw; 1.1.1-aw; 3.1.2-op; 2.1.2-op; 3.2.2-op
2. Check that the Certificate Holder's manual system contains a policy that before each takeoff, passengers shall be orally briefed and that the briefing will include a statement that passengers shall comply with Federal Aviation Regulations and crewmember instructions regarding compliance with the following: Lighted passenger information signs, Posted Placards, Keeping seatbelts fastened

- Yes  
 No, Explain

- while the "Fasten Seatbelt" sign is lighted, No smoking in any lavatory, 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, and When, where, and under what conditions smoking is prohibited.  
*Sources:* 121.571(a)(1)(i); 121.571(a)(1)(iii); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 3.1.2-op; 2.1.2-op; 4.2.4-op
3. Check that the Certificate Holder's manual system contains a policy that it will provide a supply of supplemental oxygen for use in a reciprocating engine airplane, approved for passenger safety.  
*Sources:* 121.327(c)(1); 121.327(c)(2); 121.327(c)(3); 121.135(b)(1); 121.327(c)  
*Interfaces:* 1.1.1-aw; 2.1.2-aw; 1.3.1-aw; 3.1.3-op; 2.1.2-op
  4. Check that the Certificate Holder's manual system contains a policy that it will provide a supply of supplemental oxygen for use in a turbine powered airplane, approved for passenger safety.  
*Sources:* 121.329(c)(1); 121.329(c)(2); 121.329(c)(3); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 2.1.2-op; 1.3.1-aw; 1.1.1-aw
  5. Check that the Certificate Holder's manual system contains a policy that no airplane will be operated unless each person on board the airplane who has reached his/her second birthday has a separate approved seat or berth, and an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing; except that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during enroute flight only.  
*Sources:* 121.311(a)(2); 121.311(b); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 3.1.2-op; 1.3.1-aw; 3.2.2-op; 2.1.2-op; 1.1.1-aw; 4.2.6-op; 2.1.2-aw
  6. Check that the Certificate Holder's manual system contains a policy that when operating reciprocating engine powered, pressurized-cabin airplanes, at flight altitudes above 8,000 feet, there shall be provided, supplemental oxygen for passengers.  
*Sources:* 121.331(c); 121.331(c)(2)(i); 121.331(c)(2)(ii); 121.331(c)(1); 121.331(c)(2); 121.331(c)(2)(iii); 121.135(b)(1); 121.331(c)(3)  
*Interfaces:* 3.1.3-op; 2.1.2-op; 1.1.1-aw; 1.3.1-aw; 2.1.2-aw
  7. Check that the Certificate Holder's manual system contains a policy that when operating turbine powered airplanes with pressurized cabins at altitudes above 10,000 feet, supplemental oxygen for emergency descent and first aid, must be provided for the use of passenger cabin occupants.  
*Sources:* 121.333(e)(1); 121.333(e)(2); 121.135(b)(1); 121.333(e)  
*Interfaces:* 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 1.1.1-aw; 1.3.1-aw; 2.1.2-aw
  8. Check that the Certificate Holder's manual system contains a policy that children who have not reached their second birthday may be held by an adult provided the child does not occupy or use any restraining device during movement on the surface, during take-off

- and landing.  
*Sources:* 121.311(b)(1); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.2-op; 4.2.4-op; 2.1.2-op; 3.2.2-op
9. Check that the Certificate Holder's manual system contains a policy that no person will operate an airplane unless it is equipped with life preservers or other approved flotation means provided for each seated occupant and that equipment must be within easy reach and readily removable from the airplane.  
*Sources:* 121.340(a); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 4.2.4-op; 3.1.2-op; 2.1.2-op
10. Check that the Certificate Holder's manual system contains a policy that before each takeoff passengers shall be orally briefed on the location of emergency exits.  
*Sources:* 121.571(a)(1)(ii); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-op
11. Check that the Certificate Holder's manual system contains a policy that a child accompanied by an adult can occupy an approved child restraint system furnished by the adult or Certificate Holder, provided that adult attends to the child during flight.  
*Sources:* 121.311(b)(2); 121.311(b)(2)(i); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.6-op; 2.1.2-op; 4.2.4-op; 3.1.2-op
12. Check that the Certificate Holder's manual system contains a policy that before each takeoff, each passenger shall be orally briefed on the use of seatbelts, instructions on how to fasten and unfasten seatbelts, and when, where and under what conditions the safety belt must be fastened.  
*Sources:* 121.571(a)(1)(iii); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 2.1.2-op; 3.1.2-op; 3.1.3-op; 4.2.4-op
13. Check that the Certificate Holder's manual system contains a policy that passenger briefings shall include a statement that the Federal Aviation Regulations require passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of safety belts.  
*Sources:* 121.571(a)(1)(iii); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw
14. Check that the Certificate Holder's manual system contains a policy that before each takeoff, each passenger shall be briefed on the location and use of any required emergency flotation means.  
*Sources:* 121.571(a)(1)(iv); 121.135(b)(1)  
*Interfaces:* 3.1.2-op; 2.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-aw
15. Check that the Certificate Holder's manual system contains a policy that before each takeoff, on operations that do not use flight attendants, each passenger shall be orally briefed on the placement of seatbacks in an upright position before takeoff and landing.  
*Sources:* 121.571(a)(1)(v)(A); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-op; 2.1.2-aw
16. Check that the Certificate Holder's manual system contains a policy that before each takeoff, on operations that do not use flight attendants, each passenger shall be briefed on the location of survival equipment.

- Sources:* 121.571(a)(1)(v)(B); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-op
17. Check that the Certificate Holder's manual system contains a policy that before each takeoff, on operations that do not use flight attendants, each passenger shall be briefed, if the flight involves operations above 12,000 MSL, on the normal and emergency use of oxygen.
- Sources:* 121.571(a)(1)(v)(C); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 3.1.2-op; 2.1.2-op; 4.2.4-op
18. Check that the Certificate Holder's manual system contains a policy that before each takeoff, on operations that do not use flight attendants, each passenger shall be orally briefed on the location and operation of fire extinguisher.
- Sources:* 121.571(a)(1)(v)(D); 121.135(b)(1)  
*Interfaces:* 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op; 3.1.3-op
19. Check that the Certificate Holder's manual system contains a policy that after each takeoff, immediately before or immediately after turning the seat belt sign off, an announcement shall be made that passengers should keep their seat belts fastened, while seated, even when the seat belt sign is off.
- Sources:* 121.571(a)(2); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 4.2.4-op; 2.1.2-op; 3.1.2-op
20. Check that the Certificate Holder's manual system contains a policy that before each takeoff a required crewmember assigned to the flight shall conduct an individual briefing of each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency.
- Sources:* 121.571(a)(3); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.4-op; 3.1.3-op; 3.1.2-op; 2.1.2-op
21. Check that the Certificate Holder's manual system contains a policy that before each takeoff a crewmember shall brief each special handling person onboard and his attendant, if any, on: The routes to each appropriate exit, -- The most appropriate time to begin moving to an exit, -- Ask the most appropriate manner of assisting the person so as to prevent pain and further injury in the event of an emergency. This briefing does not have to be given if the person has been given the briefing on a previous leg of the flight in the same aircraft if the crewmembers on duty have been advised as to the most appropriate manner of assisting the person so as to prevent pain and further injury.
- Sources:* 121.571(a)(3)(i); 121.571(a)(3)(ii); 121.571(a)(4); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 2.1.2-op; 3.1.2-op; 4.2.4-op
22. Check that the Certificate Holder's manual system contains a policy that it will ensure that on each passenger-carrying airplane, printed cards supplementing the oral briefing will be located in convenient locations for passenger use. Each required card must contain information pertinent only to the type and model airplane used for that flight.
- Sources:* 121.571(b); 121.135(b)(1)

- Interfaces:* 3.1.2–op; 4.2.4–op; 2.1.2–aw; 2.1.2–op
23. Check that the Certificate Holder's manual system contains a policy that printed cards supplementing the oral briefing will contain: Diagrams of the emergency exits, methods of operating the emergency exits, and other instructions necessary for use of emergency equipment.  
*Sources:* 121.571(b)(1); 121.571(b)(2); 121.135(b)(1)  
*Interfaces:* 3.1.2–op; 4.2.4–op; 2.1.2–op; 3.1.3–op; 2.1.2–aw
24. Check that the Certificate Holder's manual system contains a policy that when conducting overwater operations, if the airplane proceeds directly over water after takeoff, the overwater briefing will be done before takeoff.  
*Sources:* 121.573(c); 121.135(b)(1)  
*Interfaces:* 2.1.2–aw; 3.1.2–op; 4.2.4–op; 2.1.2–op
25. Check that the Certificate Holder's manual system contains a policy that when conducting overwater operations, if the airplane does not proceed directly over water after takeoff, no part of the overwater briefing has to be given before takeoff, but the entire briefing must be given before reaching the overwater part of the flight.  
*Sources:* 121.573(d); 121.135(b)(1)  
*Interfaces:* 2.1.2–aw; 4.2.4–op; 3.1.2–op; 2.1.2–op; 3.1.3–op
26. Check that the Certificate Holder's manual system contains a policy that no person is allowed to smoke within 10 feet of oxygen storage and dispensing equipment carried for passenger medical use.  
*Sources:* 121.574(b); 121.135(b)(1)  
*Interfaces:* 3.1.2–op; 3.1.3–op; 4.2.4–op; 2.1.2–op; 2.1.2–aw
27. Check that the Certificate Holder's manual system contains a policy 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.  
*Sources:* 121.574(c); 121.135(b)(1)  
*Interfaces:* 4.2.4–op; 3.1.2–op; 2.1.2–op; 3.1.3–op; 2.1.2–aw
28. Check that the Certificate Holder's manual system contains a policy that alcoholic beverages are not to be served to any person, aboard any of its aircraft, who appears to be intoxicated.  
*Sources:* 121.575(b)(1); 121.135(b)(1)  
*Interfaces:* 4.2.4–op; 3.1.2–op; 2.1.2–op; 2.1.2–aw
29. Check that the Certificate Holder's manual system contains a policy that it will ensure that no alcoholic beverages are served to any person aboard any of its aircraft who is escorting a person, or is being escorted.  
*Sources:* 121.575(b)(2); 121.135(b)(1)  
*Interfaces:* 7.1.4–op; 4.2.4–op; 3.1.3–op; 2.1.2–op; 2.1.2–aw
30. Check that the Certificate Holder's manual system contains a policy that it will not serve any alcoholic beverage to any person aboard any of its aircraft who has a deadly or dangerous weapon accessible to him while aboard the aircraft.  
*Sources:* 121.575(b)(3); 121.135(b)(1)  
*Interfaces:* 3.1.2–op; 2.1.2–op; 4.2.4–op; 2.1.2–aw
- 31.

- Check that the Certificate Holder's manual system contains a policy that it will not allow any person to board any of its aircraft if that person appears to be intoxicated.  
*Sources:* 121.575(c); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 2.1.2-op; 4.2.6-op; 3.1.3-op; 4.2.4-op; 3.1.2-op
32. Check that the Certificate Holder's manual system contains a policy that it shall, within five days after the incident, report to the Administrator the refusal of any person to cease drinking from a source of alcohol they brought on board, or of any disturbance caused by a person who appears to be intoxicated aboard any of its aircraft.  
*Sources:* 121.575(d); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.2-op; 4.2.4-op; 4.2.6-op; 3.1.3-op; 2.1.2-op
33. Check that the Certificate Holder's manual system contains a policy that when carrying passengers who do not have to comply with the passenger carrying requirements, it may not operate an airplane unless each person has unobstructed access from his seat to a regular or emergency exit.  
*Sources:* 121.583(b)(1); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.3-op; 3.1.2-op; 2.1.2-op
34. Check that the Certificate Holder's manual system contains a policy that when carrying passengers who do not have to comply with the passenger carrying requirements it may not operate an airplane unless the pilot in command has a means of notifying each person when smoking is prohibited and when safety belts must be fastened.  
*Sources:* 121.583(b)(2); 121.135(b)(1)  
*Interfaces:* 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw
35. Check that the Certificate Holder's manual system contains a policy that when carrying passengers who do not have to comply with the passenger carrying requirements it may not operate an airplane unless the airplane has an approved seat with an approved safety belt for each person. The seat must be located so that the occupant is not in any position to interfere with the flight crewmembers performing their duties.  
*Sources:* 121.583(b)(3); 121.135(b)(1)  
*Interfaces:* 3.1.2-op; 3.1.3-op; 1.3.1-aw; 2.1.2-op; 1.1.1-aw; 2.1.2-aw
36. Check that the Certificate Holder's manual system contains a policy that when carrying passengers who do not have to comply with the passenger carrying requirements, before each takeoff, it shall ensure that all such persons have been orally briefed by the responsible crewmember on: (1) Smoking, (2) Use of seat belts, (3) Location and operation of emergency exits, (4) Use of oxygen and emergency equipment, and (5) For extended overwater operations, the location of life rafts, and the location and operation of life preservers including a demonstration of the method of donning and inflating a life preserver.  
*Sources:* 121.583(c)(1); 121.583(c)(2); 121.583(c)(3); 121.583(c)(4);

- 121.583(c)(5); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 3.1.2-op; 2.1.2-op; 3.1.3-op
37. Check that the Certificate Holder's manual system contains a policy that it will 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 the passenger cannot comply with the carrier's established procedures or fails to comply with reasonable notice requirements.  
*Sources:* 121.586(a)(1); 121.586(a)(2)(i); 121.586(a)(2)(ii); 121.135(b)(1)  
*Interfaces:* 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-aw; 4.2.6-op
38. Check that the Certificate Holder's manual system contains a policy that it shall provide the certificate-holding district office with a copy of each procedure it establishes regarding its authority to refuse transportation to a passenger needing assistance.  
*Sources:* 121.586(b); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.6-op; 2.1.2-op; 3.1.3-op
39. Check that the Certificate Holder's manual system contains a policy that whenever the Administrator finds that revisions in the procedures in its authority to refuse transportation are necessary in the interest of safety or in the public interest, the Certificate Holder, after notification by the Administrator, shall make those revisions in its procedures. Within 30 days after the Certificate Holder receives such notice, it may file a petition to reconsider the notice with the certificate-holding district office. The filing of a petition to reconsider stays the notice pending a decision by the Administrator. However, if the Administrator finds that there is an emergency that requires immediate action in the interest of safety in air commerce, he may, upon a statement of the reasons, require a change effective without stay.  
*Sources:* 121.586(c); 121.135(b)(1)  
*Interfaces:* 3.1.4-op
40. Check that the Certificate Holder's manual system contains a policy that the Certificate Holder shall make 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.  
*Sources:* 121.586(d); 121.135(b)(1)  
*Interfaces:* 4.2.6-op
41. Check that the Certificate Holder's manual system contains a policy that only properly placarded, approved child restraint systems are used on its airplanes.  
*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)(iii)(C); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 3.1.2-op; 2.1.2-op; 4.2.6-op; 2.1.2-aw
42. Check that the Certificate Holder's manual system contains a policy that a child may 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, and landing.  
*Sources:* 121.311(b)(2)(ii)(D); 121.311(c)(1); 121.135(b)(1)  
*Interfaces:* 2.1.2-op; 3.1.2-op; 4.2.4-op; 2.1.2-aw
43. Check that the Certificate Holder's manual system contains a policy that the approved child restraint system must be properly secured to an approved forward-facing seat or berth during movement on the surface, takeoff, and landing.  
*Sources:* 121.311(b)(2)(iii)(A); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 1.3.1-aw; 2.1.2-op; 1.1.1-aw; 3.1.2-op; 4.2.6-op; 2.1.2-aw
44. Check that the Certificate Holder's manual system contains a policy that a child must be properly secured in the approved restraint system and must not exceed the specified weight limit for the restraint system.  
*Sources:* 121.311(b)(2)(iii)(B); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 2.1.2-op; 3.1.2-op; 4.2.6-op; 2.1.2-aw
45. Check that the Certificate Holder's manual system contains a policy that a child shall not be prohibited from occupying an approved child restraint system furnished by the child's parent, guardian, designated attendant, providing the child holds a ticket in an approved seat or berth, or such seat or berth is otherwise made available by the Certificate Holder for the child's use.  
*Sources:* 121.311(c)(2); 121.311(c)(2)(i); 121.135(b)(1)  
*Interfaces:* 4.2.6-op; 2.1.2-aw; 3.1.2-op; 4.2.4-op; 2.1.2-op
46. Check that the Certificate Holder's manual system contains a policy that the Certificate Holder is not prohibited from providing child restraint systems.  
*Sources:* 121.311(c)(3); 121.135(b)(1)  
*Interfaces:* 4.2.6-op; 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op
47. Check that the Certificate Holder's manual system contains a policy that consistent with safe operating practices, it will determine the most appropriate passenger seat location for the child restraint systems.  
*Sources:* 121.311(c)(3); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.4-op; 3.1.2-op; 4.2.6-op; 2.1.2-op
48. Check that the Certificate Holder's manual system contains a policy that an airplane will not takeoff or land unless each passenger seatback is in the upright position.  
*Sources:* 121.311(e); 121.135(b)(1)  
*Interfaces:* 4.2.4-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw
49. Check that the Certificate Holder's manual system contains a policy that no airplane will takeoff or land when seatbacks are placed in other than the upright position for takeoff and landing, unless they do not obstruct access to emergency exits.  
*Sources:* 121.311(e)(1); 121.135(b)(1)  
*Interfaces:* 2.1.2-aw; 4.2.6-op; 3.1.6-op; 2.1.2-op; 4.2.4-op; 3.1.2-op
50. Check that the Certificate Holder's manual system contains a policy that no airplane will takeoff or land when aircraft cabin seats are

used for cargo, or for persons unable to sit erect for medical reasons, unless the seatback does not obstruct any passenger's access to the aisle or to any emergency exit.

*Sources:* 121.311(e)(2); 121.135(b)(1)

*Interfaces:* 2.1.2-aw; 4.2.4-op; 3.1.3-op; 4.2.6-op; 3.1.2-op; 3.1.6-op; 2.1.2-op

51. Check that the Certificate Holder's manual system contains a policy that portable electronic devices will not be allowed to be operated on any aircraft except for those devices that have been determined to not cause interference with the navigation or communication system of the aircraft.

*Sources:* 121.306(a); 121.135(b)(1)

*Interfaces:* 3.1.2-op; 2.1.2-op; 4.2.4-op; 2.1.2-aw

52. Check that the Certificate Holder's manual system contains a policy that on airplanes, with no flight attendant, the airplane may takeoff and land as long as the flight crew instructs each passenger to place his or her seatback in the upright position for takeoff or landing.

*Sources:* 121.311(e)(3); 121.135(a)(2); 121.135(b)(1)

*Interfaces:* 2.1.2-aw; 2.1.2-op; 3.1.2-op; 4.2.4-op; 3.1.3-op

53. Check that the Certificate Holder's manual system contains a policy that each occupant of a seat equipped with a shoulder harness or with a combined safety belt and shoulder harness must have the shoulder harness or combined safety belt and shoulder harness 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.

*Sources:* 121.311(h); 121.135(b)(1)

*Interfaces:* 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op

54. Check that the Certificate Holder's manual system contains a policy that no person will operated an airplane on a non-smoking flight, unless either the "No-Smoking" passenger information signs are lighted or one or more "No-Smoking" placards are posted during the entire flight.

*Sources:* 121.317(c); 121.135(b)(1)

*Interfaces:* 2.1.2-aw; 3.1.2-op; 2.1.2-op; 4.2.4-op; 3.1.3-op

55. Check that the Certificate Holder's manual system contains a policy that no person will operate a passenger-carrying airplane unless at least one legible sign or placard that reads "Fasten seat belt while seated" is visible from each passenger seat.

*Sources:* 121.317(d); 121.135(b)(1)

*Interfaces:* 4.2.4-op; 3.1.3-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw

56. Check that the Certificate Holder's manual system contains a policy that no person will operate an airplane unless each lavatory has a sign or placard installed that reads: "Federal Law Provides for a Penalty up to \$2,000 (\$2,200) for tampering with the smoke detector installed in this lavatory."

*Sources:* 121.317(e); 121.135(b)(1)

*Interfaces:* 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op

1.2 Does the Certificate Holder's manual cite the regulatory requirements listed in the Supplemental Information section of this SAI? SRRs: 121.135(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish the Passenger Handling process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of the Passenger Handling process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5 Does the Certificate Holder's manual contain procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on the:  <i>Related Design JTI's:</i> 1. Check that the Certificate Holder's manual system has procedures to insure that all passengers are orally briefed by a responsible crewmember and that those procedures are describe in its manual. <i>Sources:</i> 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op 2. Check that the Certificate Holder's manual system has procedures describing how oral briefings will be conducted. <i>Sources:</i> 121.571(c) <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op	
1.5.1 Smoking requirements identified in 14 CFR 121.571(a)(1)(i)? SRRs: 121.571(a)(1)(i); 121.571(c)  <i>Related Design JTI's:</i> 1. Check that the Certificate Holder's manual contains procedures how before each takeoff, passengers shall be orally briefed and the briefing will include a statement that passengers shall comply with Federal Aviation Regulations and crewmember instructions regarding compliance with the following: Lighted passenger information signs, Posted Placards, Keeping seatbelts fastened while the "Fasten Seatbelt" sign is lighted, No smoking in any lavatory, 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, and When, where, and under what conditions smoking is prohibited. <i>Sources:</i> 121.571(a)(1)(i); 121.571(a)(1)(iii); 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 3.1.3-op; 2.1.2-op; 3.1.2-op; 4.2.4-op	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.2 Location of emergency exits? SRRs: 121.571(a)(1)(ii); 121.571(c)  <i>Related Design JTI's:</i> 1. Check that the Certificate Holder's manual contains procedures to orally brief passengers before each takeoff on the location of emergency exits. <i>Sources:</i> 121.571(a)(1)(ii); 121.571(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>Interfaces:</i> 3.1.3-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw; 4.2.4-op	
<p>1.5.3 Use of safety belts and other instructions as required by 14 CFR 121.571(a)(iii)? SRRs: 121.571(a)(1)(iii); 121.571(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual contains procedures how before each takeoff, passengers shall be orally briefed and the briefing will include a statement that passengers shall comply with Federal Aviation Regulations and crewmember instructions regarding compliance with the following: Lighted passenger information signs, Posted Placards, Keeping seatbelts fastened while the "Fasten Seatbelt" sign is lighted, No smoking in any lavatory, 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, and When, where, and under what conditions smoking is prohibited. <i>Sources:</i> 121.571(a)(1)(i); 121.571(a)(1)(iii); 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 3.1.3-op; 2.1.2-op; 3.1.2-op; 4.2.4-op</li> <li>2. Check that the Certificate Holder's manual contains procedures to before each takeoff, orally brief each passenger on the use of seatbelts, instructions on how to fasten and unfasten, when, where and under what conditions the safety belt must be fastened. <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c) <i>Interfaces:</i> 3.1.2-op; 2.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-aw</li> <li>3. Check that the Certificate Holder's manual contains procedures to include in passenger briefings a statement that the Federal Aviation Regulations require passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of safety belts. <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c) <i>Interfaces:</i> 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw</li> <li>4. Check that the Certificate Holder's manual system has information and instructions to personnel to advise passengers in the preflight briefing that passengers should to keep their seatbelts fastened in flight except when leaving their seats. <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c); 121.135(a)(1) <i>Interfaces:</i> 3.1.2-op; 2.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5.4 Location and use of any required emergency flotation means? SRRs: 121.571(a)(1)(iv); 121.571(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures to orally brief each passenger before each takeoff, on the location and use of any required emergency flotation means. <i>Sources:</i> 121.571(a)(1)(iv); 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.6 Does the Certificate Holder's manual contain procedures to ensure that, on operations that do not use a flight attendant, all passengers are orally briefed by the appropriate crewmember before each takeoff on the information required by 14 CFR 121.571(a)(1)(v)(A-D)? SRRs: 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(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures to insure that all passengers are orally briefed by a responsible crewmember and that those procedures are describe in its manual. <i>Sources:</i> 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op</li> <li>2. Check that the Certificate Holder's manual contains procedures to orally brief each passenger, before each takeoff, on operations that do not use flight attendants, on the placement of seatbacks in an upright position before takeoff and landing. <i>Sources:</i> 121.571(a)(1)(v)(A); 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-op</li> <li>3. Check that the Certificate Holder's manual system has procedures to brief each passenger, before each takeoff, on operations that do not use flight attendants, on the location of survival equipment. <i>Sources:</i> 121.571(a)(1)(v)(B); 121.571(c) <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-op</li> <li>4. Check that the Certificate Holder's manual system contains a procedure that before each takeoff, on operations that do not use flight attendants and on flights which operate above 12,000 MSL, each passenger is briefed on the normal and emergency use of oxygen. <i>Sources:</i> 121.571(a)(1)(v)(C); 121.571(c) <i>Interfaces:</i> 4.2.4-op; 2.1.2-op; 3.1.3-op; 3.1.2-op; 2.1.2-aw</li> <li>5. Check that the Certificate Holder's manual system has procedures to before each takeoff, on operations that do not use flight attendants, orally brief each passenger on the location and operation of fire extinguisher. <i>Sources:</i> 121.571(a)(1)(v)(D); 121.571(c) <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 2.1.2-aw; 3.1.2-op; 3.1.3-op</li> <li>6. Check that the Certificate Holder's manual system has procedures describing how oral briefings will be conducted. <i>Sources:</i> 121.571(c) <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.7 Does the Certificate Holder's manual contain procedures to ensure that after each takeoff all passengers are orally briefed by the appropriate crewmember, immediately before or immediately after turning the seat belt sign off, that passengers should keep their seat belts fastened, while seated, even when the seat belt sign is off? SRRs: 121.571(a)(2); 121.571(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures to insure that all passengers are orally briefed by a responsible</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>crewmember and that those procedures are describe in its manual.  <i>Sources:</i> 121.571(c)  <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op</p> <p>2. Check that the Certificate Holder's manual contains procedures to, after each takeoff, immediately before or immediately after turning the seat belt sign off, make an announcement that passengers should keep their seat belts fastened, while seated, even when the seat belt sign is off.  <i>Sources:</i> 121.571(a)(2); 121.571(c)  <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-aw</p> <p>3. Check that the Certificate Holder's manual system has procedures describing how oral briefings will be conducted.  <i>Sources:</i> 121.571(c)  <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op</p>	
<p>1.8 Does the Certificate Holder's manual contain procedures for a required crewmember to give the individual briefing required by 14 CFR 121.571(a)(3) to each person who may need the assistance of another person to move quickly to an exit in the event of an emergency?  SRRs: 121.571(a)(3); 121.571(a)(4); 121.571(c)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has procedures to insure that all passengers are orally briefed by a responsible crewmember and that those procedures are describe in its manual.  <i>Sources:</i> 121.571(c)  <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op</p> <p>2. Check that the Certificate Holder's manual contains procedures to, before each takeoff, have a required crewmember assigned to the flight conduct an individual briefing of each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency.  <i>Sources:</i> 121.571(a)(3); 121.571(c)  <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 2.1.2-op; 3.1.2-op; 3.1.3-op</p> <p>3. Check that the Certificate Holder's manual contains procedures to, before each takeoff, have a required crewmember brief each special handling person and his attendant, if any, on: The routes to each appropriate exit, the most appropriate time to begin moving to an exit, ask the most appropriate manner of assisting the person so as to prevent pain and further injury in the event of an emergency. This briefing is not required if the person has been given the briefing on a previous leg of a flight in the same aircraft if the crewmembers on duty have been advised as to the most appropriate manner of assisting the person so as to prevent pain and further injury.  <i>Sources:</i> 121.571(a)(3)(i); 121.571(a)(3)(ii); 121.571(a)(4); 121.571(c)  <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-aw</p> <p>4. Check that the Certificate Holder's manual system has procedures describing how oral briefings will be conducted.  <i>Sources:</i> 121.571(c)  <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.9 Does the Certificate Holder have printed cards supplementing the oral briefing and containing the items identified in 14 CFR 121.571(b)? SRRs: 121.571(b)</p> <p><i>Related Design JTI's:</i></p> <p>1. The Certificate Holder's manual system has printed cards supplementing the oral briefing which contain: Diagrams of the emergency exits, Methods of operating the emergency exits, Other instructions necessary for use of emergency equipment. <i>Sources:</i> 121.571(b)(1); 121.571(b)(2) <i>Interfaces:</i> 4.2.4-op; 3.1.3-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.10 Does the Certificate Holder's manual contain instructions and information to carry, in convenient locations on each airplane for the use of each passenger, printed cards supplementing the oral briefing? SRRs: 121.135(a)(1); 121.571(b)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure that on each passenger-carrying airplane, printed cards supplementing the oral briefing are located in convenient locations for passenger use. Each required card must contain information pertinent only to the type and model airplane used for that flight. <i>Sources:</i> 121.571(b); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-op; 2.1.2-aw; 3.1.2-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.11 Does the Certificate Holder's manual contain procedures to ensure that in extended overwater operations:</p>	
<p>1.11.1 The appropriate crewmember orally briefs all passengers 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? SRRs: 121.573(a); 121.573(b)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has procedures to ensure that when operating an airplane in extended overwater operations, all passengers are orally briefed by the responsible crewmember 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. <i>Sources:</i> 121.573(a); 121.573(b) <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 2.1.2-op; 3.1.3-op; 4.2.4-op</p> <p>2. Check that the Certificate Holder's manual system has procedures to ensure that it has described in its manual the procedures to be followed in extended overwater briefings. <i>Sources:</i> 121.573(b) <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.11.2 If the airplane proceeds directly over water after takeoff, the required briefing is done before takeoff? SRRs: 121.573(b); 121.573(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures to ensure that it has described in its manual the procedures to be followed in extended overwater briefings. <i>Sources:</i> 121.573(b) <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has procedures that when conducting overwater operations, if the airplane proceeds directly over water after takeoff, the overwater briefing must be done before takeoff. <i>Sources:</i> 121.573(c); 121.135(b)(10) <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 2.1.2-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.11.3 If the airplane does not proceed directly over water after takeoff, the entire briefing required by 14 CFR 121.573(a) is given before reaching the overwater part of the flight? SRRs: 121.573(b); 121.573(d)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures to ensure that it has described in its manual the procedures to be followed in extended overwater briefings. <i>Sources:</i> 121.573(b) <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has procedures that when conducting overwater operations, if the airplane does not proceed directly over water after takeoff, no part of the overwater briefing has to be given before takeoff, but the entire briefing must be given before reaching the overwater part of the flight. <i>Sources:</i> 121.573(d); 121.135(b)(10) <i>Interfaces:</i> 3.1.2-op; 2.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.12 Does the Certificate Holder's manual contain instructions and information to prohibit:</p>	
<p>1.12.1 Any person from drinking any alcoholic beverage aboard an aircraft unless the Certificate Holder has served that beverage to him? SRRs: 121.135(a)(1); 121.575(a)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow any person to drink any alcoholic beverage aboard an aircraft unless the carrier has served that beverage to him. <i>Sources:</i> 121.575(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.12.2 Serving any alcoholic beverage to any person prohibited by 14 CFR 121.575(b)(1–3)? SRRs: 121.135(a)(1); 121.575(b)(1); 121.575(b)(2); 121.575(b)(3)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not serve any alcoholic beverages to any person, aboard any of its aircraft, who appears to be intoxicated. <i>Sources:</i> 121.575(b)(1); 121.135(a)(1) <i>Interfaces:</i> 2.1.2–op; 4.2.4–op; 3.1.2–op; 2.1.2–aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to not serve any alcoholic beverages to any person aboard any of its aircraft who is escorting a person, or is being escorted. <i>Sources:</i> 121.575(b)(2); 121.135(a)(1) <i>Interfaces:</i> 2.1.2–aw; 7.1.4–op; 2.1.2–op; 4.2.4–op; 3.1.3–op</li> <li>3. Check that the Certificate Holder's manual system has information and instructions to personnel to not serve any alcoholic beverage to any person aboard any of its aircraft who has a deadly or dangerous weapon accessible to him while aboard the aircraft. <i>Sources:</i> 121.575(b)(3); 121.135(a)(1) <i>Interfaces:</i> 2.1.2–aw; 3.1.2–op; 4.2.4–op; 2.1.2–op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.13 Does the Certificate Holder's manual contain instructions and information to prohibit any person from boarding any of its aircraft if that person appears to be intoxicated? SRRs: 121.135(a)(1); 121.575(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow any person to board any of its aircraft if that person appears to be intoxicated. <i>Sources:</i> 121.575(c); 121.135(a)(1) <i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op; 3.1.3–op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.14 Does the Certificate Holder's manual contain instructions and information to report to the Administrator within five days after an incident the refusal of any person to comply with 121.575(a) or any disturbance caused by a person who appears to be intoxicated aboard any of its aircraft? SRRs: 121.135(a)(1); 121.575(d)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to, within five days after the incident, report to the Administrator the refusal of any person to cease drinking from a source of alcohol they brought on board, or of any disturbance caused by a person who appears to be intoxicated aboard any of its</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>aircraft.  <i>Sources:</i> 121.575(d); 121.135(a)(1)  <i>Interfaces:</i> 4.2.4-op; 2.1.2-op; 3.1.3-op; 3.1.2-op; 2.1.2-aw;  4.2.6-op</p>	
<p>1.15 Does the Certificate Holder's manual contain procedures to meet the requirements of 14 CFR 121.586 (including reasonable notice requirements) for the carriage of passengers who may need the assistance of another person to move quickly to an exit in the event of an emergency?  SRRs: 121.586(b); 121.586(c); 121.586(d); 121.586(a)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that it may 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 the passenger cannot comply with the carrier's established procedures or fails to comply with reasonable notice requirements.  <i>Sources:</i> 121.586(a)(1); 121.586(a)(2)(i); 121.586(a)(2)(ii); 121.135(a)(1)  <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 4.2.6-op; 2.1.2-op; 3.1.3-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to provide 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:</i> 121.586(b); 121.135(a)(1)  <i>Interfaces:</i> 4.2.6-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op</li> <li>3. Check that the Certificate Holder's manual system has procedures that whenever the Administrator finds that revisions in the procedures in its authority to refuse transportation are necessary in the interest of safety or in the public interest, the Certificate Holder, after notification by the Administrator, shall make those revisions in its procedures. Within 30 days after the Certificate Holder receives such notice, it may file a petition to reconsider the notice with the certificate-holding district office. The filing of a petition to reconsider stays the notice pending a decision by the Administrator. However, if the Administrator finds that there is an emergency that requires immediate action in the interest of safety in air commerce, he may, upon a statement of the reasons, require a change effective without stay.  <i>Sources:</i> 121.586(c); 121.586(d)  <i>Interfaces:</i> 3.1.4-op</li> <li>4. Check that the Certificate Holder's manual system has information and instructions to personnel to make</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p>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.  <i>Sources:</i> 121.586(d); 121.135(a)(1)  <i>Interfaces:</i> 4.2.6–op</p>	
<p>1.16 Does the Certificate Holder's manual contain instructions and information to prohibit the operation of an airplane on a flight on which smoking is prohibited by 14 CFR Part 252 unless the provisions of 14 CFR 121.317(c) are met?  SRRs: 121.135(a)(1); 121.317(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that on non–smoking flights, either the "No–Smoking" passenger information signs are to be lighted or one or more "No–Smoking" placards are to be posted during the entire flight.  <i>Sources:</i> 121.317(c); 121.135(a)(1)  <i>Interfaces:</i> 4.2.4–op; 3.1.3–op; 3.1.2–op; 2.1.2–op; 2.1.2–aw</li> <li>2. Check that the Certificate Holder's manual system has information that if both the lighted "No–Smoking" signs and the placards are used, the signs must remain lighted during the entire flight segment.  <i>Sources:</i> 121.317(c); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2–aw; 3.1.2–op; 4.2.4–op; 3.1.3–op; 2.1.2–op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.17 Does the Certificate Holder's manual contain instructions and information for at least one legible sign or placard that reads "Fasten Seat Belt While Seated" to be visible from each passenger seat during passenger–carrying operations?  SRRs: 121.135(a)(1); 121.317(d)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that no person may operate a passenger–carrying airplane unless at least one legible sign or placard that reads "Fasten seat belt while seated" is visible from each passenger seat.  <i>Sources:</i> 121.317(d); 121.135(a)(1)  <i>Interfaces:</i> 3.1.3–op; 2.1.2–op; 4.2.4–op; 3.1.2–op; 2.1.2–aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.18 Does the Certificate Holder's manual contain instructions and information for there to be in each lavatory a sign or placard that reads: "Federal law provides for a penalty of up to \$2,000 for tampering with the smoke detector installed in this lavatory"?  SRRs: 121.135(a)(1); 121.317(e)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information to personnel that no person may operate an airplane unless there is in</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>each lavatory a sign or placard that reads: "Federal Law Provides for a Penalty up to \$2,000 (\$2,000) for tampering with the smoke detector installed in this lavatory."  <i>Sources:</i> 121.317(e); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op</p>	
<p>1.19 Does the Certificate Holder's manual contain instructions and information to prohibit a person from smoking while the "No Smoking" sign is lighted or while "No Smoking" placards are posted except during:  <i>SRRs:</i> 121.135(a)(1); 121.317(g)</p>	
<p>1.19.1 Supplemental operations as provided in 14 CFR 121.317(g)(1)?  <i>SRRs:</i> 121.135(a)(1); 121.317(g)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.19.2 Certain intrastate domestic operations as provided in 14 CFR 121.317(g)(2)?  <i>SRRs:</i> 121.135(a)(1); 121.317(g)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.20 Does the Certificate Holder's manual contain instructions and information to prohibit any person from:</p>	
<p>1.20.1 Smoking in any airplane lavatory?  <i>SRRs:</i> 121.135(a)(1); 121.317(h)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.20.2 Tampering with, disabling, or destroying any smoke detector installed in an airplane lavatory?  <i>SRRs:</i> 121.135(a)(1); 121.317(i)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.21 Does a Certificate Holder operating a non-transport category airplane type certificated after December 31, 1964, and manufactured before December 20, 1997, have in its manual instructions and information to meet the requirements of 14 CFR 121.317(l)?  <i>SRRs:</i> 121.135(a)(1); 121.317(l)  <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has information to personnel that on non-transport category airplanes manufactured before December 20, 1997 and type certificated after December 31, 1964 the airplane must be equipped with a least one "fasten seat belt" placard legible to each person seated in the cabin and a crewmember must orally instruct the passengers to fasten their seatbelts during movement on the surface, for each takeoff and each landing, and at any other time considered necessary by the pilot in command.  <i>Sources:</i> 121.135(a)(1); 121.317(l)  <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 2.1.2-op; 3.1.3-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.22 Does the Certificate Holder's manual contain instructions and information to allow a passenger to carry and operate equipment for the storage, generation, or dispensing of oxygen in accordance with 14 CFR 121.574? SRRs: 121.135(a)(1); 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)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to allow 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. <i>Sources:</i> 121.574(a)(1)(i); 121.135(a)(1) <i>Reservations are a part of the interface for this element Interfaces:</i> 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op; 4.2.6-op; 1.1.1-aw; 1.3.1-aw; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to appropriately secure medical oxygen equipment. <i>Sources:</i> 121.574(a)(1)(vii); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 2.1.2-op; 1.1.1-aw; 3.1.2-op; 3.1.3-op; 1.3.1-aw</li> <li>3. Check that the Certificate Holder's manual system has information and instructions to personnel that when oxygen is stored in the form of a compressed gas the pressure in any oxygen cylinder may not exceed the rated cylinder pressure. <i>Sources:</i> 121.574(a)(3)(ii); 121.135(a)(1) <i>Interfaces:</i> 3.1.3-op; 1.3.1-aw; 1.3.2-aw; 3.1.12-op; 1.1.1-aw; 1.3.10-aw</li> <li>4. Check that the Certificate Holder's manual system has information and instructions to personnel that each person using medical oxygen must have 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 of the airplane under normal operating conditions. <i>Sources:</i> 121.574(a)(4); 121.135(a)(1) <i>Reservations are a part of the interface for this element Interfaces:</i> 1.3.1-aw; 4.2.6-op; 1.3.14-aw; 3.1.3-op</li> <li>5. Check that the Certificate Holder's manual system has information and instructions to personnel that 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 required by this part. <i>Sources:</i> 121.574(a)(5); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 4.2.6-op; 1.3.14-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op; 3.1.3-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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<p>6. Check that the Certificate Holder's manual system has information and instructions to personnel to advise the pilot in command when oxygen equipment is on board, and when it is intended to be used. <i>Sources:</i> 121.574(a)(6); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 4.2.6-op; 2.1.2-aw</p> <p>7. Check that the Certificate Holder's manual system has information and instructions to personnel so that medical oxygen equipment is 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 of the aisle in the passenger compartment. <i>Sources:</i> 121.574(a)(7); 121.135(a)(1) <i>Interfaces:</i> 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.6-op</p>	
<p>1.23 Does the Certificate Holder's manual contain instructions and information to prohibit any person from:</p>	
<p>1.23.1 Smoking within 10 feet of oxygen storage and dispensing equipment carried in accordance with 14 CFR 121.574(a)? SRRs: 121.135(a)(1); 121.574(b) <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel that no person is allowed to smoke within 10 feet of oxygen storage and dispensing equipment carried onboard for passenger medical use. <i>Sources:</i> 121.574(b); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 3.1.3-op; 3.1.2-op; 4.2.4-op; 2.1.2-op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>
<p>1.23.2 Connecting or disconnecting oxygen dispensing equipment to or from a gaseous oxygen cylinder while any passenger is aboard the airplane? SRRs: 121.135(a)(1); 121.574(c) <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow any person to connect or disconnect medical oxygen dispensing equipment, to or from a gaseous oxygen cylinder while any passenger is aboard the airplane. <i>Sources:</i> 121.574(c); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-op; 3.1.3-op; 2.1.2-aw; 3.1.2-op; 4.2.4-op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>
<p>1.24 Does the Certificate Holder's manual contain instructions and information to prohibit any person from operating an airplane unless there is available during takeoff, en route flight, and landing: SRRs: 121.135(a)(1); 121.311(a)</p>	
<p>1.24.1 An approved seat or berth for each person on board who has reached his second birthday? SRRs: 121.311(a)(1) <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow an airplane to be operated unless each passenger who has</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

<p>reached his second birthday has an approved seat or berth during takeoff, enroute flight and landing.  <i>Sources:</i> 121.311(a)(1); 121.135(a)(1)  <i>Interfaces:</i> 1.1.1-aw; 4.2.6-op; 1.3.1-aw; 3.2.2-op; 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op</p>	
<p>1.24.2 An approved safety belt for separate use by each person on board who has reached his second birthday, except as provided by 14 CFR 121.311?  SRRs: 121.311(a)(2)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that each person on board the airplane who has reached his/her second birthday must have a separate approved seat or berth, and an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing; except that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during enroute flight only.  <i>Sources:</i> 121.311(a)(2); 121.311(b); 121.135(a)(1)  <i>Interfaces:</i> 1.3.1-aw; 3.2.2-op; 2.1.2-op; 2.1.2-aw; 1.1.1-aw; 3.1.2-op; 4.2.4-op; 4.2.6-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.25 Does the Certificate Holder's manual contain instructions and information to ensure that, except as provided in 14 CFR 121.311(b), each person on board occupies an approved seat or berth with a separate safety belt properly secured about him during movement on the surface, takeoff, and landing?  SRRs: 121.135(a)(1); 121.311(b)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that each person on board the airplane who has reached his/her second birthday must have a separate approved seat or berth, and an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing; except that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during enroute flight only.  <i>Sources:</i> 121.311(a)(2); 121.311(b); 121.135(a)(1)  <i>Interfaces:</i> 1.3.1-aw; 3.2.2-op; 2.1.2-op; 2.1.2-aw; 1.1.1-aw; 3.1.2-op; 4.2.4-op; 4.2.6-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.26 Does the Certificate Holder's manual contain instructions and information to prohibit more than one person who has reached his second birthday from using a single safety belt except as provided in FAR 121.311(b)?  SRRs: 121.135(a)(1); 121.311(b)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>information and instructions to personnel that each person on board the airplane who has reached his/her second birthday must have a separate approved seat or berth, and an approved safety belt, during movement on the surface, during takeoff, enroute flight, and landing; except that two persons occupying a berth or multiple lounge or divan seat may share one approved safety belt during enroute flight only.</p> <p><i>Sources:</i> 121.311(a)(2); 121.311(b); 121.135(a)(1)  <i>Interfaces:</i> 1.3.1-aw; 3.2.2-op; 2.1.2-op; 2.1.2-aw; 1.1.1-aw; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	
<p>1.27 Does the Certificate Holder's manual contain instructions and information to allow a child to be held by an adult who is occupying an approved seat or berth during taxi, takeoff and landing, provided the child has not reached his second birthday and does not occupy or use any restraining device?</p> <p>SRRs: 121.135(a)(1); 121.311(b)(1)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that children who have not reached their second birthday may be held by an adult provided the child does not occupy or use any restraining device during movement on the surface, during take-off and landing.  <i>Sources:</i> 121.311(b)(1); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.2.2-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.28 Does the Certificate Holder's manual contain instructions and information to allow a child to occupy an approved child restraint system furnished by the Certificate Holder or one of the persons described in 14 CFR 121.311(b)(2)(i) in accordance with the provisions of 14 CFR 121.311(b)(2)(i-ii)?</p> <p>SRRs: 121.135(a)(1); 121.311(b)(2)(i); 121.311(b)(2)(ii)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to allow a child accompanied by an adult to occupy an approved child restraint system furnished by the adult or Certificate Holder, provided that adult attends to the child during flight.  <i>Sources:</i> 121.311(b)(2); 121.311(b)(2)(i); 121.135(a)(1)  <i>Interfaces:</i> 4.2.6-op; 2.1.2-aw; 3.1.2-op; 4.2.4-op; 2.1.2-op</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to determine that a child restraint system is approved for use by checking for the following: (1) If manufactured to U.S. standards between January 1, 1981, and February 25, 1985 it must bear the following label, "This child restraint system conforms to all applicable Federal</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>motor vehicle safety standards." If manufactured to U.S. standards after February 26, 1985, it must bear the following two labels: "This child restraint system conforms to all applicable Federal motor vehicle safety standards" and "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICALS AND AIRCRAFT" in red lettering – OR – Seats without placards must bear either a label showing approval of a foreign government or a label showing that the seat was manufactured under the standards of the United Nations.</p> <p><i>Sources:</i> 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)(iii)(C); 121.135(a)(1)</p> <p><i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 4.2.4–op; 2.1.2–op; 3.1.2–op</p>	
<p>1.29 Does the Certificate Holder's manual contain instructions and information that, notwithstanding any other provisions of 14 CFR 121.311, booster-, vest-, and harness-type child restraint systems, and lap-held child restraints, are not approved for use in aircraft during take off, landing, or movement on the surface?</p> <p>SRRs: 121.135(a)(1); 121.311(b)(2)(ii)(D); 121.311(c)(1)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow a child to 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, and landing.</li> </ol> <p><i>Sources:</i> 121.311(b)(2)(ii)(D); 121.311(c)(1); 121.135(a)(1)</p> <p><i>Interfaces:</i> 3.1.2–op; 2.1.2–op; 4.2.4–op; 2.1.2–aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.30 Does the Certificate Holder's manual contain instructions and information to allow a child to occupy an approved child restraint system provided the:</p> <p>SRRs: 121.311(b)(2)(iii)</p>	
<p>1.30.1 Restraint system is properly secured to an approved forward-facing seat or berth?</p> <p>SRRs: 121.311(b)(2)(iii)(A)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that an approved child restraint system must be properly secured to an approved forward-facing seat or berth during movement on the surface, takeoff, and landing.</li> </ol> <p><i>Sources:</i> 121.311(b)(2)(iii)(A); 121.135(a)(1)</p> <p><i>Interfaces:</i> 2.1.2–aw; 4.2.6–op; 1.3.1–aw; 4.2.4–op; 1.1.1–aw; 3.1.2–op; 2.1.2–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.30.2 Child is properly secured in the restraint system?</p> <p>SRRs: 121.311(b)(2)(iii)(B)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that a child must be properly secured</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>in the approved restraint system and must not exceed the specified weight limit for the restraint system.  <i>Sources:</i> 121.311(b)(2)(iii)(B); 121.135(a)(1)  <i>Interfaces:</i> 3.1.2-op; 4.2.4-op; 2.1.2-op; 2.1.2-aw; 4.2.6-op</p>	
<p>1.30.3 Child does not exceed the specified weight limit for the restraint system?  SRRs: 121.311(b)(2)(iii)(B)  <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has information and instructions to personnel that a child must be properly secured in the approved restraint system and must not exceed the specified weight limit for the restraint system.  <i>Sources:</i> 121.311(b)(2)(iii)(B); 121.135(a)(1)  <i>Interfaces:</i> 3.1.2-op; 4.2.4-op; 2.1.2-op; 2.1.2-aw; 4.2.6-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.30.4 Restraint system bears the appropriate label(s)?  SRRs: 121.311(b)(2)(ii)(A); 121.311(b)(2)(ii)(B);  121.311(b)(2)(ii)(C); 121.311(b)(2)(iii)(C);  121.311(b)(2)(ii)(B)(1); 121.311(b)(2)(ii)(B)(2)  <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has information and instructions to personnel to determine that a child restraint system is approved for use by checking for the following: (1) If manufactured to U.S. standards between January 1, 1981, and February 25, 1985 it must bear the following label, "This child restraint system conforms to all applicable Federal motor vehicle safety standards." If manufactured to U.S. standards after February 26, 1985, it must bear the following two labels: "This child restraint system conforms to all applicable Federal motor vehicle safety standards" and "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT" in red lettering – OR – Seats without placards must bear either a label showing approval of a foreign government or a label showing that the seat was manufactured under the standards of the United Nations.  <i>Sources:</i> 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)(iii)(C); 121.135(a)(1)  <i>Interfaces:</i> 4.2.6-op; 2.1.2-aw; 4.2.4-op; 2.1.2-op;  3.1.2-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.31 Does the Certificate Holder's manual contain instructions and information to require personnel to allow the use of child restraint systems furnished by the child's parent, guardian, or designated attendant provided the provisions of 14 CFR 121.311(c)(2)(i-iv) are met?  SRRs: 121.135(a)(1); 121.311(c)(2)(i); 121.311(c)(2)(ii);  121.311(c)(2)(iii); 121.311(c)(2)(iv)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not prohibit a child from occupying an approved child restraint system furnished by the child's parent, guardian, designated attendant, providing the child holds a ticket in 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.  <i>Sources:</i> 121.311(c)(2); 121.311(c)(2)(i); 121.311(c)(2)(ii); 121.135(a)(1)  <i>Interfaces:</i> 3.1.2-op; 2.1.2-op; 4.2.4-op; 2.1.2-aw; 4.2.6-op</p>	
<p>1.32 Does the Certificate Holder's manual contain instructions and information that 14 CFR 121.311 does not prohibit the Certificate Holder from providing or determining the most appropriate passenger seat location for an authorized child restraint system, consistent with safe operating practices?  SRRs: 121.135(a)(1); 121.311(c)(3)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information to personnel that the Certificate Holder is not prohibited from providing child restraint systems.  <i>Sources:</i> 121.311(c)(3); 121.135(b)(24)  <i>Interfaces:</i> 2.1.2-aw; 4.2.6-op; 2.1.2-op; 3.1.2-op; 4.2.4-op</p> <p>2. Check that the Certificate Holder's manual system has information to personnel that, consistent with safe operating practices, the Certificate Holder may determine the most appropriate passenger seat location for the child restraint system.  <i>Sources:</i> 121.311(c)(3); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 4.2.6-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.33 Does the Certificate Holder's manual contain instructions and information to prohibit the airplane from taking off or landing unless each passenger seat back is in the upright position except as provided in 14 CFR 121.311(e)(1) through (e)(2)?  SRRs: 121.135(a)(1); 121.311(e)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow an airplane to takeoff or land unless each passenger seatback is in the upright position.  <i>Sources:</i> 121.311(e); 121.135(a)(1)  <i>Interfaces:</i> 4.2.4-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</p> <p>2. Check that the Certificate Holder's manual system has information and instructions to personnel that, when seatbacks are placed in other than the upright position for takeoff and landing, they may not obstruct access to emergency exits.  <i>Sources:</i> 121.311(e)(1); 121.135(a)(1)  <i>Interfaces:</i> 3.1.2-op; 4.2.4-op; 2.1.2-op; 4.2.6-op; 3.1.6-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>3. Check that the Certificate Holder's manual system has information and instructions to personnel that if aircraft cabin seats are used for cargo, or for persons unable to sit erect for medical reasons, the seatback cannot obstruct any passengers access to the aisle or to any emergency exit.</p> <p><i>Sources:</i> 121.311(e)(2); 121.135(a)(1)  <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.6-op; 2.1.2-aw; 4.2.6-op</p>	
<p>1.34 On an airplane with no flight attendant, does the Certificate Holder's manual contain instructions and information to allow the flight crew to take off or land as long as they instruct each passenger to place his seat back in the upright position for takeoff and landing?</p> <p>SRRs: 121.135(a)(1); 121.311(e)(3)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to have the flight crew instruct each passenger to place his or her seatback in the upright position for takeoff or landing on airplanes with no flight attendant.</p> <p><i>Sources:</i> 121.311(e)(3); 121.135(a)(2); 121.135(a)(1)  <i>Interfaces:</i> 4.2.4-op; 3.1.3-op; 3.1.2-op; 2.1.2-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.35 Does the Certificate Holder's manual contain instructions and information to require each occupant of a seat equipped with a shoulder harness to secure himself as required by 14 CFR 121.311(h)?</p> <p>SRRs: 121.135(a)(1); 121.311(h)</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel that each occupant of a seat equipped with a shoulder harness or with a combined safety belt and shoulder harness must have the shoulder harness or combined safety belt and shoulder harness 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.</p> <p><i>Sources:</i> 121.311(h); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.36 Does the Certificate Holder's manual contain instructions and information to require the safety belt and shoulder harness at each unoccupied seat to be secured so as not to interfere with crewmembers in the performance of their duties or with the rapid egress of occupants in an emergency?</p> <p>SRRs: 121.135(a)(1); 121.311(i)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.37 Does the Certificate Holder's manual contain instructions and information to give an inspector of the Federal Aviation Administration free and uninterrupted access to the pilot's compartment whenever that inspector is conducting an inspection and presents form FAA 110A to the pilot in</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>command? SRRs: 121.135(a)(1); 121.548</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that when, in performing the duties of conducting an inspection, an inspector of the Federal Aviation Administration presents form FAA 110A, "Aviation Safety Inspector's Credential," to the pilot in command, the inspector must be given free and uninterrupted access to the pilot's compartment of that aircraft. <i>Sources:</i> 121.548; 121.135(a)(1) <i>Interfaces:</i> 2.1.2-op; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-aw</li> </ol>	
<p>1.38 Does the Certificate Holder's manual contain instructions and information to, upon request and presentation of Secret Service credentials to the pilot in command, admit to the flight deck and permit to occupy an observer seat an Agent of the Secret Service who is protecting a person aboard the aircraft and who considers it necessary to ride on the flight deck? SRRs: 121.135(a)(1); 121.550</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that whenever an Agent of the Secret Service who is assigned the duty of protecting a person aboard an aircraft operated by a Certificate Holder considers it necessary in the performance of his duty to ride on the flight deck of the aircraft, he must, upon request and presentation of his Secret Service credentials to the pilot in command of the aircraft, be admitted to the flight deck and permitted to occupy an observer seat thereon. <i>Sources:</i> 121.550; 121.135(a)(1) <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 3.1.3-op; 2.1.2-aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.39 Does the Certificate Holder's manual contain procedures for the carriage of persons without compliance with the passenger-carrying requirements as identified in 14 CFR 121.583? SRRs: 121.583(a); 121.583(d); 121.583(e); 121.583(c)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures that the following persons but no others may be carried aboard the airplane without complying with the passenger-carrying airplane requirements: (1) A Crewmember, (2) A company employee, (3) An FAA air carrier inspector, or an authorized representative of the National Transportation Safety Board, who is performing official duties, (4) A person necessary for: The safety of the flight, The safe handling of animals, The safe handling of hazardous materials, The security of valuable or confidential cargo, The preservation of fragile or perishable cargo, Experiments on, or testing of, cargo containers or cargo handling devices, The operation of special equipment for loading or unloading cargo, The loading or unloading of outsize</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

cargo, (5) Any of the above listed persons, when traveling to or from his assignment, (6) A person performing duty as an honor guard accompanying a shipment made by or under the authority of the United States, (7) A military courier, military route supervisor, military cargo contract coordinator, or a flight crewmember of another military cargo contract air carrier or commercial operator, carried by a military cargo contract air carrier or commercial operator in operations under a military cargo contract, if that carriage is specifically authorized by the appropriate armed forces, (8) A dependent of an employee of a Certificate Holder when traveling with that employee on company business to or from outlying stations not served by adequate regular passenger flights.

*Sources:* 121.583(a); 121.583(d); 121.583(a)(1); 121.583(a)(2); 121.583(a)(3); 121.583(a)(4); 121.583(a)(5); 121.583(a)(6); 121.583(a)(7); 121.583(a)(8)

*Interfaces:* 4.2.6-op; 3.2.2-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 3.1.4-op

2. Check that the Certificate Holder's manual contains procedures that, when carrying passengers who do not have to comply with the passenger carrying requirements, it may not operate an airplane unless each person has unobstructed access from his seat to a regular or emergency exit.  
*Sources:* 121.583(b)(1); 121.583(d)  
*Interfaces:* 3.1.2-op; 3.1.3-op; 2.1.2-op; 2.1.2-aw
3. Check that the Certificate Holder's manual has procedures how when carrying passengers who do not have to comply with the passenger carrying requirements it may not operate an airplane unless the pilot in command has a means of notifying each person when smoking is prohibited and when safety belts must be fastened.  
*Sources:* 121.583(b)(2); 121.583(d)  
*Interfaces:* 2.1.2-op; 3.1.2-op; 3.1.3-op; 2.1.2-aw
4. Check that the Certificate Holder's manual has procedures how, when carrying passengers who do not have to comply with the passenger carrying requirements it may not operate an airplane unless the airplane has an approved seat with an approved safety belt for each person. The seat must be located so that the occupant is not in any position to interfere with the flight crewmembers performing their duties.  
*Sources:* 121.583(b)(3); 121.583(d)  
*Interfaces:* 1.1.1-aw; 2.1.2-aw; 3.1.3-op; 2.1.2-op; 1.3.1-aw; 3.1.2-op
5. Check that the Certificate Holder's manual system has procedures that when carrying passengers who do not have to comply with the passenger carrying requirements, before each takeoff, it shall ensure that all such persons have been orally briefed by the responsible crewmember on: (1) Smoking, (2) Use of seat belts, (3) Location and operation of emergency exits, (4) Use of oxygen and emergency equipment, and (5) For extended overwater operations, the location of life rafts, and the location and operation of life preservers including a demonstration of the method of donning and inflating a life

<p>preserver.  <i>Sources:</i> 121.583(c)(1); 121.583(c)(2); 121.583(c)(3); 121.583(c)(4); 121.583(c)(5)  <i>Interfaces:</i> 2.1.2–op; 2.1.2–aw; 3.1.2–op; 3.1.3–op</p> <p>6. Check that the Certificate Holder's manual system has procedures for the safe carriage of passengers who do not have to comply with the passenger–carrying requirements.  <i>Sources:</i> 121.583(d)  <i>Interfaces:</i> 3.1.2–op; 4.2.4–op; 3.1.3–op; 2.1.2–op; 2.1.2–aw</p> <p>7. Check that the Certificate Holder's manual system has information and instructions to personnel to allow the pilot in command to authorize a passenger who does not have to comply with the passenger carrying requirements, admission to the crew compartment of the airplane.  <i>Sources:</i> 121.583(e); 121.135(a)(1)  <i>Interfaces:</i> 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op; 3.1.3–op</p>	
<p>1.40 Does the Certificate Holder's manual contain instructions and information to provide a supply of supplemental oxygen approved for passenger safety as required by 14 CFR Part 121?  SRRs: 121.135(a)(1); 121.331(c); 121.327(c); 121.329(c); 121.333(e)  <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to provide a supply of supplemental oxygen for use in a reciprocating engine airplane, approved for passenger safety.  <i>Sources:</i> 121.327(c)(1); 121.327(c)(2); 121.327(c)(3); 121.135(a)(1); 121.327(c)  <i>Interfaces:</i> 1.3.1–aw; 3.1.3–op; 2.1.2–op; 1.1.1–aw; 2.1.2–aw</p> <p>2. Check that the Certificate Holder's manual system has information and instructions to personnel to provide a supply of supplemental oxygen in a turbine powered airplane, approved for passenger safety.  <i>Sources:</i> 121.329(c)(1); 121.329(c)(2); 121.329(c)(3); 121.135(a)(1); 121.329(c)  <i>Interfaces:</i> 1.1.1–aw; 2.1.2–aw; 3.1.3–op; 1.3.1–aw; 2.1.2–op</p> <p>3. Check that the Certificate Holder's manual system has information and instructions to personnel to provide supplemental oxygen for passengers when operating reciprocating engine powered, pressurized–cabin airplanes, at flight altitudes above 8,000 feet.  <i>Sources:</i> 121.331(c)(2)(i); 121.331(c)(2)(ii); 121.331(c)(1); 121.331(c)(2); 121.331(c)(2)(iii); 121.135(a)(1); 121.331(c); 121.331(c)(3)  <i>Interfaces:</i> 2.1.2–op; 1.3.1–aw; 3.1.3–op; 1.1.1–aw; 2.1.2–aw</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p>4. Check that the Certificate Holder's manual system has information and instructions to personnel to provide for the use of passenger cabin occupants supplemental oxygen for emergency descent and first aid when operating turbine powered airplanes with pressurized cabins at altitudes above 10,000 feet. <i>Sources:</i> 121.333(e)(1); 121.333(e)(2); 121.135(a)(1); 121.333(e) <i>Interfaces:</i> 3.1.2-op; 2.1.2-op; 3.1.3-op; 4.2.4-op; 1.3.1-aw; 2.1.2-aw; 1.1.1-aw</p> <p>5. Check that the Certificate Holder's manual system has information that, for first-aid treatment of occupants who for physiological reasons might require undiluted oxygen following descent from cabin pressure altitudes above flight level 250, a supply of oxygen in accordance with the requirements of Sec. 25.1443(d) must be provided for two percent of the occupants for the entire flight after cabin depressurization at cabin pressure altitudes above 8,000 feet, but in no case to less than one person. <i>Sources:</i> 121.333(e)(3); 121.135(a)(1); 121.135(b)(24) <i>Interfaces:</i> 3.1.3-op; 1.3.1-aw; 2.1.2-op; 1.1.1-aw; 2.1.2-aw</p> <p>6. Check that the Certificate Holder's manual system has information and instructions to personnel that an appropriate number of acceptable oxygen dispensing units, but in no case less than two must be provided, with a means for the cabin attendants to use this supply. <i>Sources:</i> 121.333(e)(3); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 2.1.2-op; 4.2.4-op; 3.1.2-op</p>	
<p>1.41 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 382.45? Related CFRs: 121.135(b)(24); 382.45</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to conduct individual safety briefings for qualified individuals with disabilities as inconspicuously and discreetly as possible. <i>Sources:</i> 121.135(b)(24); 382.45 <i>Interfaces:</i> 4.2.4-op; 2.1.2-op; 3.1.3-op; 3.1.2-op; 2.1.2-aw</p> <p>2. Check that the Certificate Holder's manual system has information that qualified individuals with disabilities need not demonstrate that they have listened to, read, or understand the information presented, except to the extent that carrier personnel imposed such a requirement on all passengers with respect to the general safety briefing, and shall not take any action adverse to a qualified individual with a disability on the basis that the person has not "accepted" the briefing. <i>Sources:</i> 121.135(b)(24); 382.45 <i>Interfaces:</i> 2.1.2-op; 2.1.2-aw; 3.1.2-op; 3.1.3-op; 4.2.4-op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

<p>1.42 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 121.306? Related CFRs: 121.306(a)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to not allow the use of portable electronic devices on any aircraft except for those devices that have been determined to not cause interference with the navigation or communication system of the aircraft. <i>Sources:</i> 121.306(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 2.1.2-op; 3.1.2-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.43 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 121.317? Related CFRs: 121.135(a)(1); 121.317(b); 121.317(j)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that, on flight segments other than those on which smoking is prohibited, the "No Smoking" sign must be turned on during any movement on the surface, for each takeoff/landing, and for any other time considered necessary by the Pilot in Command. <i>Sources:</i> 121.317(j); 121.135(a)(1) <i>Interfaces:</i> 3.1.3-op; 2.1.2-op; 4.2.4-op; 3.1.2-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to turn on the passenger seatbelt signs during any movement on the surface, for each takeoff and landing, and at any other time considered necessary by the pilot. <i>Sources:</i> 121.317(b); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 2.1.2-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.44 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 121.333? Related CFRs: 121.135(b)(24); 121.333(f)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures that before flight is conducted above FL 250, a crewmember shall instruct the passengers on the necessity of using oxygen in the event of cabin depressurization and shall point out to them the location and demonstrate the use of the oxygen-dispensing equipment. <i>Sources:</i> 121.333(f); 121.135(b)(10) <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op; 3.1.3-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.45 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 121.339? Related CFRs: 121.339(a)(1); 121.339(b)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure a life preserver, equipped with an approved survivor locator light, is provided for each occupant of the airplane in extended over water operations. <i>Sources:</i> 121.339(a)(1); 121.135(a)(1) <i>Interfaces:</i> 4.2.4-op; 3.1.3-op; 2.1.2-op; 3.1.2-op; 1.1.1-aw; 2.1.2-aw; 1.3.1-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel that if conducting extended over water operations, the required life rafts, life preservers, and survival-type emergency locator transmitter, must be easily accessible in the event of a ditching without appreciable time for preparatory procedures. <i>Sources:</i> 121.339(b); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 3.1.3-op; 3.1.2-op; 4.2.4-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.46 Does the Certificate Holder's Passenger Handling process comply with the related requirements of 14 CFR 121.340? Related CFRs: 121.340(a)</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that on airplanes equipped with life preservers or other approved flotation means provided for each seated occupant, those means must be within easy reach and must be readily removable from the airplane. <i>Sources:</i> 121.340(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.47 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Order 8400.10?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to report to the FAA in a timely manner non-compliance with the smoking regulations. <i>Sources:</i> 8400.10 Volume 1 Section 2 paragraph 138 A.(4) <i>Interfaces:</i> 3.1.2-op; 4.2.4-op; 2.1.2-op; 3.1.3-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel that the PIC and/or flight attendant in charge of the cabin should fill out a report on passenger non-compliance incidents which, if feasible, both of them should sign and this report should be sent to the person designated by the operator to receive such reports and forwarded to the FAA CHDO. <i>Sources:</i> 8400.10 Volume 1 Section 2 paragraph 138 A.(4) <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 2.1.2-aw; 3.1.2-op; 3.1.3-op</li> <li>3. Check that the Certificate Holder's manual system has information</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

and instructions to personnel how they will handle physically abusive, non-compliant passengers. (e.g. passenger becomes physically abusive either toward another passenger or crewmember, or if a passenger has to be physically restrained).

*Sources:* 8400.10 Volume 1–106 Section 2 paragraph 138A.(3)

*Interfaces:* 2.1.2–aw; 3.1.2–op; 3.1.3–op; 4.2.4–op; 2.1.2–op

4. Check that the Certificate Holder's manual system has crewmember duties and procedures for the handling of passengers applicable to the specific type of aircraft and operation, including, but not limited to: (1) Infants, Children, and Unaccompanied Minors – Designation of seating locations, designation of additional oxygen masks, infant and child life vest locations, and bassinet seat locations; (2) Passengers Needing Special Assistance – Procedures for the handling of onboard wheelchairs and special aircraft accommodations, such as accessible lavatories and moveable armrests, procedures for the carriage of stretchers and incubators, description of recommended alternate locations for administering medical assistance; (3) Passengers Needing Special Accommodation – Prisoners, VIP's, Deportees, Runaways, Persons traveling without visas, and other designated unescorted individuals.

*Sources:* 8400.10 ; Volume 3; Chapter 14,; Section 5,; 2015, (7); Passenger Handling Responsibilities

*Interfaces:* 2.1.2–op; 4.2.4–op; 3.1.2–op; 3.1.3–op; 2.1.2–aw; 4.2.6–op

5. Check that the Certificate Holder's manual system has information and instructions to personnel on how they will handle passengers who do not comply with smoking prohibitions.
 

*Sources:* 8400.10 Volume 1, Section 2, paragraph 138 A.(1)

*Interfaces:* 2.1.2–op; 3.1.2–op; 3.1.3–op; 4.2.4–op; 2.1.2–aw
6. Check that the Certificate Holder's manual system has information and instructions to personnel on how passengers, who are not complying with the no-smoking rules, are to be approached using non-threatening methods/actions, and without the involvement of other passengers.
 

*Sources:* 8400.10 Volume 1 Section 2 paragraph 138 A.(1)

*Interfaces:* 4.2.4–op; 3.1.3–op; 2.1.2–op; 3.1.2–op; 2.1.2–aw
7. Check that the Certificate Holder's manual system has information and instructions to personnel on how non-compliant passengers who refuse to identify themselves will be handled by having the pilot-in-command notify the operator that there is a non-compliant passenger on board who refuses to identify himself/herself, and request that the operator have law enforcement officials meet the flight at the gate.
 

*Sources:* 8400.10 Volume 1 Section 2 paragraph 138 A.(2)

*Interfaces:* 2.1.2–aw; 3.1.2–op; 2.1.2–op; 4.2.4–op; 3.1.3–op
8. Check that the Certificate Holder's manual system has procedures to notify the flight crew if a passenger is suspected of smoking in the lavatory, of tampering with the lavatory smoke detector, or if the passenger refuses to extinguish a cigarette. The procedure should provide for identifying information to include: (1) Picture ID, (2)

<p>Address, (3) Physical description, (4) Seat number, (5) Boarding location, and (6) Names and addresses of any traveling companions. Operators must obtain the names and addresses of other passengers seated in the vicinity of the smoker as witnesses.  <i>Sources:</i> 8400.10 Volume 1 Section 2 paragraph 138 A.(2)  <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 2.1.2-op; 3.1.3-op; 3.1.2-op</p>	
<p>1.48 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 92-23?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure that when it supplies a child restraint system, it is free of any obvious defects, functions properly, and the restraint system is properly installed.  <i>Sources:</i> FSAT 92-23 3.A.(3)  <i>Interfaces:</i> 4.2.6-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op; 3.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.49 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 95-09?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel how the responsible personnel check with the parent to ensure the approved child restraint system is correctly installed and the child is properly restrained in the child restraint system.  <i>Sources:</i> FSAT 95-09 3.A.(2)  <i>Interfaces:</i> 2.1.2-op; 3.1.2-op; 4.2.4-op; 2.1.2-aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.50 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 95-25?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel specifying communication and coordination signals between all crewmembers which will be used to alert flight attendants during turbulent conditions and indicating when: <ul style="list-style-type: none"> <li>-- Flight attendants are to cease in-flight service</li> <li>-- Flight attendants are to secure galley</li> <li>-- Flight attendants are to be seated with restraints fastened</li> <li>-- Flight attendants are to resume duties.</li> </ul> <i>Sources:</i> FSAT 95-25; B.(2); FSAT 95-25; B.(3)  <i>Interfaces:</i> 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op; 3.1.2-op</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel that when flight attendants determine that turbulence is too severe for continuing service they will take their seats, fasten their restraints, and notify flight crewmembers regarding this action.  <i>Sources:</i> FSAT 95-25 A. FSAT 95-25 B.(4)  <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.3-op; 3.1.2-op; 2.1.2-aw</li> <li>3. Check that the Certificate Holder's manual system has information</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>and instructions to personnel to have 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.  <i>Sources:</i> FSAT 95–25 A. FSAT 95–25 B.(4)  <i>Interfaces:</i> 4.2.4–op; 3.1.3–op; 3.1.2–op; 2.1.2–op; 2.1.2–aw</p>	
<p>1.51 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 97–01?   <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has information and instructions to personnel to ask the age of any child.  <i>Sources:</i> FSAT 97–01  <i>Interfaces:</i> 4.2.4–op; 3.1.2–op; 2.1.2–op; 4.2.6–op; 2.1.2–aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.52 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 97–06?   <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has procedures how the pilot will, before engine start, on the BE–02 and like aircraft types, close the cabin door, and while at the door, verbally instruct passengers on the emergency opening procedures for this door using a hands–on approach. As the crewmember closes the door he or she should make sure that at least two passengers seated closest to the door are briefed on the following steps: Hold button in, Rotate handle, Push door out, Do not hang on the door as you push it out.  <i>Sources:</i> FSAT 97–06; 3.a.; FSAT 97–06; 3.B.; FSAT 97–06; 4.  <i>Interfaces:</i> 4.2.4–op; 3.1.3–op; 2.1.2–op; 3.1.2–op; 2.1.2–aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.53 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 97–08?   <i>Related Design JTI's:</i>  1. Check that the Certificate Holder's manual system has procedures that an oral briefing will be conducted to inform passengers if different types of flotation equipment are available. They must also be briefed on the methods of donning and operation of individual flotation devices.  <i>Sources:</i> FSAT 97–08; 4.  <i>Interfaces:</i> 2.1.2–aw; 3.1.2–op; 4.2.4–op; 3.1.3–op; 2.1.2–op  2. Check that the Certificate Holder's manual system has information that if an aircraft is equipped with different types of flotation equipment, each different type of equipment should be explained on the passenger information cards. If each cabin section uses a different information card, ensure that the equipment and the card match. The different methods of donning and or the operation of the individual flotation means should be depicted on the card.  <i>Sources:</i> FSAT 97–08; 4.  <i>Interfaces:</i> 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op; 3.1.3–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.54 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 99-03?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure that booster seats (those seats that do not have backs) are not authorized or used in the air carrier's operations. <i>Sources:</i> FSAT 99-03; 3.C. <i>Interfaces:</i> 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.6-op</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel how to verify that child restraint systems have a solid back and seat, and contain restraint straps that securely hold a child in the restraint system. <i>Sources:</i> FSAT 99-03 3.B. <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 2.1.2-aw; 4.2.6-op</li> <li>3. Check that the Certificate Holder's manual system has information that rules do not permit the use of safety belt extensions attached to an adult's seatbelt to restrain a lap child under the age of two during takeoff, landing or movement on the surface. <i>Sources:</i> FSAT 99-03 3.D. <i>Interfaces:</i> 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.55 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Flight Standards Handbook Bulletin HBAT 01-01?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures how it will ensure that crewmembers have the ability to manually open each type of oxygen mask compartment, deploy oxygen masks, identify compartments with additional oxygen masks, implement immediate action decompression procedures, and reset the system if applicable. <i>Sources:</i> HBAT 01-01a <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 4.2.4-op; 3.1.3-op; 2.1.2-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.56 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Advisory Circular 91-62A?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure a child restraint system is not located one row forward of, or one row aft of, or in an emergency exit row. <i>Sources:</i> AC 91-62A; 8.a.(1); ACOB 949 Paragraph D.3 Reservations are a part of the interface for this item <i>Interfaces:</i> 4.2.4-op; 2.1.2-op; 3.1.2-op; 3.1.6-op; 4.2.6-op; 2.1.2-aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions that if a child restraint system is provided, the child</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>should be secured in the child restraint system any time the seatbelt sign is lighted and when instructed by crewmembers to fasten seatbelts.  <i>Sources:</i> AC 91–62A; 8.c.  <i>Interfaces:</i> 4.2.4–op; 2.1.2–op; 3.1.2–op; 3.1.6–op; 2.1.2–aw</p> <p>3. Check that the Certificate Holder's manual system has information and instructions to personnel that a window passenger seat is the preferred location for a child restraint system.  <i>Sources:</i> AC 91–62A; 8.a.(1) Reservations are a part of the interface for this item <i>Interfaces:</i> 4.2.6–op; 3.1.6–op; 2.1.2–aw; 4.2.4–op; 2.1.2–op</p> <p>4. Check that the Certificate Holder's manual system has information and instructions to personnel how on wide–bodied aircraft, child restraint systems are to be placed in a non–aisle seat, in a middle row of a double–aisle seat grouping.  <i>Sources:</i> AC 91–62A; 8.a.(2) Reservations are a part of the interface for this item <i>Interfaces:</i> 2.1.2–aw; 4.2.4–op; 3.1.6–op; 4.2.6–op; 3.1.2–op; 2.1.2–op</p> <p>5. Check that the Certificate Holder's manual system has information and instructions to personnel that, when practical, one child restraint system per row segment is preferable, more than one child restraint system is allowed if the children are from the same family or traveling group.  <i>Sources:</i> AC 91–62A; 8.a(3) Reservations are a part of the interface for this item <i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 3.1.2–op; 4.2.4–op; 2.1.2–op; 3.1.6–op</p> <p>6. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure that the child restraint system will not block access ways and passageways to emergency exits.  <i>Sources:</i> AC 91–62A 8.a. (4)  <i>Interfaces:</i> 2.1.2–aw; 4.2.6–op; 3.1.6–op; 2.1.2–op; 3.1.2–op; 4.2.4–op</p>	
<p>1.57 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Advisory Circular 91–69A?  <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has procedures how the pilot should present 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. The pilot should speak clearly and distinctly and should physically point out and explain the operation of both normal and emergency exits and any safety equipment when a demonstration is impractical such as demonstrating the actual inflation of flotation gear, the pilot should simulate the actions involved.  <i>Sources:</i> AC 91–69A 8.b.  <i>Interfaces:</i> 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op; 3.1.3–op</p> <p>2. Check that the Certificate Holder's manual system has information and instructions to personnel how that during seaplane operations,</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>

<p>crewmembers will brief 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.</p> <p><i>Sources:</i> AC 91–69A 8.c.(2)  <i>Interfaces:</i> 2.1.2–aw; 3.1.3–op; 2.1.2–op; 3.1.2–op; 4.2.4–op</p>	
<p>1.58 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Advisory Circular 120–32?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has procedures how non ambulatory handicapped passengers should be seated in aisle seats where they would be near the end of lines of passengers being evacuated at floor level, non overwing exits.  <i>Sources:</i> AC 120–32 9.a. AC 120–32 9.c.  <i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 4.2.4–op; 3.1.2–op; 2.1.2–op</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel how 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.  <i>Sources:</i> AC 120–32 9.a.  <i>Interfaces:</i> 2.1.2–aw; 4.2.6–op; 3.1.2–op; 4.2.4–op; 2.1.2–op</li> <li>3. Check that the Certificate Holder's manual system has information and instructions to personnel that the gate agent will determine what amount of assistance a non ambulatory passengers will require to evacuate the aircraft.  <i>Sources:</i> AC 120–32 9.b.  <i>Interfaces:</i> 4.2.4–op; 3.1.2–op; 2.1.2–op; 4.2.6–op; 2.1.2–aw</li> <li>4. Check that the Certificate Holder's manual system has information and instructions to personnel how to appropriately approach handicapped passengers and provide assistance. (i.e. When a passenger is pushed in a wheelchair to the ticket counter/gate, frequently the agent will address the person pushing the chair rather than the person in the chair).  <i>Sources:</i> AC 120–32 4. Reservations are a part of the interface for this element  <i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op</li> <li>5. Check that the Certificate Holder's manual system has information and instructions to personnel how if hemiplegic (Paralysis affecting only one side of the body) passengers</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p>with a normal or strong left side, should be seated in aisle seat on the right side of the aircraft so they can readily move to their left in case of emergency evacuation. The 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.</p> <p><i>Sources:</i> AC 120–32 (3) Reservations are a part of the interface for this element <i>Interfaces:</i> 2.1.2–aw; 4.2.6–op; 4.2.4–op; 3.1.2–op; 2.1.2–op</p> <p>6. Check that the Certificate Holder's manual system has information and instructions to personnel how a passenger traveling with a guide dog will be handled to include: (1) The dog should remain with its owner throughout the flight and they should be seated in the first row of a section next to the bulkhead where there is more room for the dog. (2) If it appears that help is needed, the F/A should address the blind person quietly, identify himself as an employee of the airline and offer assistance. (3) The guide dog should not be touched or petted and flight attendants should discourage children from yielding to their natural desire to pet the dog. (4) If it is necessary to give directions to a man or woman with a guide dog, try to be specific in terms of right, left, or straight ahead so the master can direct the dog properly. (5) Should it become necessary to evacuate the aircraft, the blind person, if accompanied by a guide dog, should go down the slide with the dog in his lap. (6) It is the master's responsibility to make sure the dog is wearing its harness. (7) If the dog becomes separated during an evacuation the dog should be led by its leash to the top of the chute and pushed down after its master.</p> <p><i>Sources:</i> AC 120–32, 6; AC 120–32 5.f.(9) Reservations are a part of the interface for this element <i>Interfaces:</i> 3.1.2–op; 3.1.3–op; 4.2.4–op; 2.1.2–op; 2.1.2–aw; 4.2.6–op</p>	
<p>1.59 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Advisory Circular 120–34?</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel how it will transport mental patients and reduce the probabilities of their becoming a threat to the safety of the flying public, aircraft or crew.</p> <p><i>Sources:</i> AC 120–34; 3.; Reservations are a part of the interface for this item</p> <p><i>Interfaces:</i> 3.1.2–op; 4.2.4–op; 3.1.3–op; 4.2.6–op</p> <p>2. Check that the Certificate Holder's manual system has information and instructions to personnel how when transporting mental patients, the air carrier should be furnished information at least 24 hours before a planned departure unless different notification is required.</p> <p><i>Sources:</i> AC–120–34; 3.a.(1) Reservations are a part of the interface for this item <i>Interfaces:</i> 2.1.2–op; 4.2.4–op; 3.1.2–op; 4.2.6–op;</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>2.1.2-aw</p> <p>3. Check that the Certificate Holder's manual system has information and instructions to personnel how assurance is required by a competent medical authority that a mental patient accompanied by an escort can be transported safely. The information should include: (1) The escort has assured the air carrier that: (a) The escorted person does not have on or about his person or property an article that could be used as a deadly or dangerous weapon during flight. This includes matches and cigarette lighters, (b)The escorted person will not be permitted to smoke (on smoking flights) unless that person is under close surveillance while smoking. Particular precautions against smoking must be taken if the mental patient is left unattended in the lavatory, (c)The escort is equipped with adequate restraining devices to be used in the event that restraint is necessary. (2) The escorted person and escort (as far as practicable) should be: (a) Boarded before all other passengers and deplaned after all other passengers have left the aircraft, (b) Seated in the rearmost passenger seats that are not located next to or directly across from an aircraft exit. (3) At least one escort should: (a) Request the ticket or gate agent to advise the captain and senior flight attendant that an escorted mental patient is being transported, (b) Sit between the escorted person and any aisle (however, no passenger should sit between the escorted person and the window), (c) At all times accompany the escorted person and keep him/her under surveillance; and (d) 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. (4) The air carrier should not serve food or beverages, or provide metal eating utensils, to an escorted person unless authorized by the escort. (5) The air carrier should not serve alcoholic beverages to an escort, or the person being escorted. <i>Sources:</i> 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. <i>Reservations are a part of the interface for this element Interfaces:</i> 4.2.4-op; 2.1.2-op; 3.1.2-op; 2.1.2-aw; 4.2.6-op</p>	
<p>1.60 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Advisory Circular 121-24B?</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel give the pre takeoff oral briefing so that each passenger can clearly hear it and easily see required demonstrations. Flight attendants giving these briefings should speak slowly and distinctly. When there is only one flight attendant, the flight attendant should be located so the passengers can see the required oxygen demonstration, and if applicable, the demonstrations of equipment and procedures to be used in an emergency situation, and during extended over water operations. When more than one flight attendant gives the briefings and demonstrations, the flight attendants should be evenly distributed</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

throughout the passenger cabin.

*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants,

*Interfaces:* 4.2.4–op; 3.1.2–op; 2.1.2–op; 2.1.2–aw

2. Check that the Certificate Holder's manual system has information and instructions to personnel how flight attendants giving the demonstrations will coordinate them with applicable information given in the oral briefing, be animated, and make eye contact with as many passengers as possible.  
*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants,  
*Interfaces:* 2.1.2–op; 3.1.2–op; 2.1.2–aw; 4.2.4–op
3. Check that the Certificate Holder's manual system has procedures how the pre–takeoff oral briefing may be given by audio tape or videotape means when the aircraft is equipped with the necessary videotape and sound equipment.  
*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants  
*Interfaces:* 2.1.2–op; 4.2.4–op; 3.1.2–op; 2.1.2–aw
4. Check that the Certificate Holder's manual system has information and instructions to personnel how airlines using videotape presentations must ensure that screens used during these presentations that extend into the aisles are properly stowed prior to movement on the surface, takeoff, or landing.  
*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants  
*Interfaces:* 2.1.2–op; 3.1.2–op; 4.2.4–op; 2.1.2–aw
5. Check that the Certificate Holder's manual system has information and instructions to personnel how when a videotape briefing is used, flight attendants should be evenly distributed, close to their assigned flight attendant seats.  
*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants,  
*Interfaces:* 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op
6. Check that the Certificate Holder's manual system has information and instructions to personnel to use alternative briefing procedures if a videotape or audiotape presentation becomes inoperative.  
*Sources:* AC 121–24 B 1. Appendix 1. Part 121 Operations with Flight Attendants,  
*Interfaces:* 2.1.2–aw; 2.1.2–op; 4.2.4–op; 3.1.2–op
7. Check that the Certificate Holder's manual system has information and instructions to personnel how before each takeoff, passengers are orally briefed on each of the following: EXIT SEATING: Include a reference to the passenger information cards. Include a request that passengers identify themselves if they do not meet the criteria or if they cannot or do not wish to perform the functions listed on the card. Flight Attendants should inform passengers that emergency lights are located on or near the floor of the aircraft. ELECTRONIC DEVICES: Passengers should be informed of permissible times, conditions, and limitations when various portable electronic devices

may be used. **OXYGEN:** Before reaching 25,000 feet, passengers should also be given instructions regarding the automatic appearance of the oxygen mask. In addition, passengers should be advised to don their own oxygen masks before assisting children with their masks. The announcement should include information that the oxygen mask reservoir bags may not inflate, although sufficient oxygen is flowing into the bag. On smoking flights, passengers should be told to extinguish all cigarettes when the oxygen masks drop. **SUPPLEMENTAL INFORMATION:** Passengers should be briefed regarding passenger briefing cards and additional safety actions. Briefing should also contain instructions regarding passenger compliance with the following pretakeoff requirements: proper stowage of each passenger's carry-on baggage; securing each passenger's food and beverage tray in its stowed position; and stowing of any food, beverage, or tableware. **LIFERAFTS AND SLIDE RAFTS:** Flight attendants or other appropriate crewmembers must instruct passengers on liferaft and slide/raft retrieval from stowage and their preparation for use. **INFORMATION ON CARDS:** Flight attendants should emphasize that review of the passenger information cards is important. **POSTTAKEOFF:** Passengers should be briefed immediately before or after the "seatbelt" sign is turned off, that passengers should keep their seatbelts fastened while seated even if the "seatbelt" sign is turned off. The possibility of encountering unexpected turbulence should be emphasized to passengers. **PRELANDING:** A prelanding briefing is recommended and should include the following: seatbelts must be securely fastened; tray tables must be secured in their stowed position; seat backs must be in a fully upright position; food, beverages, or tableware must be picked up; and carry-on baggage and movie/video screens must be properly stowed for landing. **POSTLANDING:** A postlanding briefing is recommended. A flight attendant or other appropriate crewmember should advise passengers to remain seated with seatbelts fastened until the "seatbelt" sign has been turned off. This announcement should be accompanied by an explanation that this is for their own safety and the safety of those seated around them. Passengers should also be reminded concerning prohibitions against smoking. In addition, they should be reminded to use caution when opening the overhead bins. **NOTE:** Flight attendants should neither be assigned nor perform non safety-related duties during the safety briefings if those duties could obstruct the view of the passengers or distract them from listening.

*Sources:* AC 121-24 B 1. Appendix 1, Part 121 Operations with Flight Attendants

8. Check that the Certificate Holder's manual system has information and instructions how before each takeoff, passengers are orally briefed that seatbelts should be worn low and tight.

*Sources:* AC 121-24B1. (3)

*Interfaces:* 2.1.2-aw; 2.1.2-op; 3.1.2-op; 4.2.4-op

9. Check that the Certificate Holder's manual system has information

<p>and instructions to personnel to include in the overwater briefing a demonstration of life preservers, donning, tightening of waist straps, both manual and automatic inflation techniques, and to point out survivor light. This briefing should also include stowage locations of life preservers, and removal and extraction from pouches.  <i>Sources:</i> AC 121–24B1 (12)(b)  <i>Interfaces:</i> 2.1.2–aw; 4.2.4–op; 3.1.2–op; 3.1.3–op; 2.1.2–op</p> <p>10. Check that the Certificate Holder's manual system has information and instructions to personnel to make an announcement during flights where smoking is permitted stating that smoking of cigars and pipes is not permitted.  <i>Sources:</i> AC 121–24B Appendix 1 a.(2)(d)  <i>Interfaces:</i> 2.1.2–aw; 3.1.2–op; 2.1.2–op; 4.2.4–op; 3.1.3–op</p>	
<p>1.61 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1–94–8 (ACOB 209)?</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure seatbacks are in a fully upright position, not in a reclining position, for takeoff and landing, so as to assure the degree of safety intended for emergency evacuation.  <i>Sources:</i> 8430.17 ACOB 209. 1–94–8 Upright Position of Seat Backs for Takeoff and Landing  <i>Interfaces:</i> 2.1.2–op; 3.1.2–op; 4.2.4–op; 4.2.6–op; 3.1.6–op; 3.1.3–op; 2.1.2–aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.62 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1–94–9 (ACOB 210)?</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel specifying how it will ensure that the armrests are in the normal forward/down position to ensure they do not protrude aft of the seatback and obstruct the passageway between a seat to the aisle or emergency exit for takeoff and landing.  <i>Sources:</i> 8430.17 ACOB 210. 1–94–9 Protruding Passenger Seat Armrests  <i>Interfaces:</i> 4.2.6–op; 1.3.1–aw; 2.1.2–aw; 4.2.4–op; 2.1.2–op; 3.1.2–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.63 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1–94–24 (ACOB 225)?</p> <p><i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has procedures specifying how passenger briefings and demonstrations are representative of the oxygen systems used on a flight. Emphasis should be given to the location of passenger oxygen (ie, overhead units, seatbacks, and</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>bulkheads), proper placing of mask on the face, use of adjustment straps, and indications of oxygen flow (reservoir bag).</p> <p><i>Sources:</i> 8430.17 ACOB 225. 1–94–24 Training of Cockpit and Cabin Crewmembers on the Operational Characteristics of Chemically Generated Supplemental Oxygen System and Updating of Passenger Briefing Information</p> <p><i>Interfaces:</i> 2.1.2–op; 4.2.4–op; 3.1.2–op; 2.1.2–aw</p>	
<p>1.64 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1–94–27 (ACOB 228)?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel that when the seatbelt sign is turned on, responsible crewmembers should make an announcement which should advise passengers that when the seatbelt sign is illuminated, Federal Regulations require passengers to fasten their seatbelts. <i>Sources:</i> 8430.17 ACOB 228. 1–94–27 Passenger Seatbelt Discipline <i>Interfaces:</i> 4.2.4–op; 3.1.3–op; 3.1.2–op; 2.1.2–op; 2.1.2–aw</li> <li>2. Check that the Certificate Holder's manual system tells crewmembers that that when the seatbelt sign is illuminated, the responsible crewmembers should periodically remind passengers the seatbelt sign is lighted. Additional and forceful announcements should be made if passengers stand when the seatbelt sign is ON. <i>Sources:</i> 8430.17 ACOB 228. 1–94–27 Passenger Seatbelt Discipline <i>Interfaces:</i> 4.2.4–op; 3.1.3–op; 2.1.2–op; 3.1.2–op; 2.1.2–aw</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.65 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in FAA Air Carrier Operations Bulletin 8–76–48 (ACOB 949)?</p> <p><i>Related Design JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure a child restraint system is not located one row forward of, or one row aft of, or in an emergency exit row. <i>Sources:</i> AC 91–62A; 8.a.(1); ACOB 949 Paragraph D.3 Reservations are a part of the interface for this item <i>Interfaces:</i> 4.2.4–op; 2.1.2–op; 3.1.2–op; 3.1.6–op; 4.2.6–op; 2.1.2–aw</li> <li>2. Check that the Certificate Holder's manual system has information and instructions to personnel to ensure that the child restraint system will not be placed in any aircraft aisle seat unless the seat next to the child is occupied by the attendants responsible for the child or other family members <i>Sources:</i> 8430.17 ACOB 949. 8–76–48 Use of Child/Infant Restraint Systems in Aircraft, paragraph d.3 Reservations are a part of the interface for this item <i>Interfaces:</i> 4.2.6–op; 2.1.2–aw; 2.1.2–op; 3.1.6–op; 3.1.2–op; 4.2.4–op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>3. Check that the Certificate Holder's manual system has information and instructions that during an emergency evacuation, the child/infant seat should remain attached to the passenger seat, and only the child should be removed from the aircraft. <i>Sources:</i> 8430.17 ACOB 949. 8-76-48 Use of Child/Infant Restraint Systems in Aircraft <i>Interfaces:</i> 2.1.2-op; 2.1.2-aw; 3.1.2-op; 4.2.4-op</p> <p>4. Check that the Certificate Holder's manual system has information and instructions to personnel how it will ensure that child/infant seats are not used in sideward facing passenger seats. <i>Sources:</i> 8430.17 ACOB 949. 8-76-48 Use of Child/Infant Restraint Systems in Aircraft Paragraph d.3 <i>Interfaces:</i> 4.2.6-op; 2.1.2-aw; 4.2.4-op; 3.1.2-op; 2.1.2-op</p>	
<p>1.66 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in the FAA legal interpretation dated 10-31-1977? <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has policy describing how it will fully consider all safety considerations involved in the carriage of "handicapped individuals." These procedures if carefully formulated, will preclude the use of the PIC's authority to refuse boarding. <i>Sources:</i> Legal Interpretation dated 10/31/77; Reservations are a part of the interface for this item <i>Interfaces:</i> 3.1.3-op; 4.2.6-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.67 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in the FAA legal interpretation dated 10-9-1980? <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information that the word "passenger" as used throughout Federal Aviation Regulations, means any passenger regardless of age unless the word is qualified by definition. <i>Sources:</i> Legal Interpretation dated 10/09/80 <i>Interfaces:</i> 2.1.2-aw; 3.1.2-op; 3.2.2-op; 4.2.4-op; 4.2.6-op; 2.1.2-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.68 Does the Certificate Holder's Passenger Handling process comply with the guidance contained in the FAA legal interpretation dated 9-18-1990? <i>Related Design JTI's:</i></p> <p>1. Check that the Certificate Holder's manual system has information and instructions to personnel to instruct passengers to raise seatbacks upright before acceleration for takeoff begins, and before the aircraft lands. <i>Sources:</i> Legal Interpretation 9-18-1990 for 14CFR 121.311 <i>Interfaces:</i> 2.1.2-op; 4.2.4-op; 3.1.2-op; 2.1.2-aw</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 1 – PROCEDURES ATTRIBUTE –Drop Down Menu</b>
1. No procedures, policy, instructions or information specified.
2. Procedures or instructions and information do not identify (who, what, when, where, how).
3. Procedures, policy or instructions and information do not comply with CFR.
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6. Procedures, policy or instructions and information unclear or incomplete.
7. Documentation quality (e.g., unreadable or illegible).
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).
11. Other.

**SAI SECTION 2 – CONTROLS ATTRIBUTE**

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

**Tasks**

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

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

**Questions**

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

2	Are the following controls built into the Passenger Handling process:	
2.1	Is there a control in place to ensure that no passengers are boarded who appear to be intoxicated?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2	Is there a control in place to ensure that no passengers are boarded who appear to present a safety risk?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3	Is there a control in place to ensure that passenger information cards, specific to the make and model of the aircraft, are available to all passengers?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4	Is there a control in place to ensure that armed passengers have approval to carry weapons in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.5	Is there a control in place to ensure that all handicapped persons are boarded and provided transportation in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.6	Is there a control in place to ensure that any passenger disturbances are handled in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.7	Is there a control in place to ensure that approved child restraint systems are boarded and handled in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.8	Is there a control in place to ensure that dangerous goods restrictions are observed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.9	Is there a control in place to ensure that passengers receive all applicable required safety briefings in accordance with the Certificate Holder's design?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.10	Is there a control in place to ensure that all applicable requirements regarding the use of seatbelts and seatbelt/shoulder harnesses and passenger seatbacks are met?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

2.11 Is there a control in place to ensure that aircraft occupants comply with the Certificate Holder's restrictions regarding portable electronic devices?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.12 Is there a control in place to ensure that all applicable requirements regarding prohibition of smoking are observed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.13 Is there a control in place to ensure that in an extended overwater operation, all applicable requirements regarding equipment and briefings are observed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.14 Is there a control in place to ensure that passenger information signs and required informational placards are present and are used in accordance with the Certificate Holder's design?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.15 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</b>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

**SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE**

**Objective:** Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

**Tasks**

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

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

**Questions**

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

- 3 Does the Certificate Holder's Passenger Handling process include the following process measurements:
 

3.1 Process measurements that would reveal when the Certificate Holder boarded passengers who appeared to be intoxicated?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal if the Certificate Holder boarded passengers who appeared to present a safety risk?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when the Certificate Holder did not make available passenger information cards specific to the make and model of the aircraft to all passengers?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Process measurements that would reveal if the Certificate Holder's procedures were not observed in the boarding of armed passengers?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Process measurements that would reveal when the Certificate Holder failed to board and provide transportation to handicapped persons in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.6 Process measurements that would reveal when any passenger disturbances were not handled in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.7 Process measurements that would reveal when the Certificate Holder did not board and handle approved child restraint systems in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

3.8 Process measurements that would reveal if the Certificate Holder boarded dangerous goods contrary to the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.9 Process measurements that would reveal when passengers did not receive all applicable required safety briefings in accordance with the Certificate Holder's design?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.10 Process measurements that would reveal when applicable requirements regarding the use of seatbelts and seatbelt/shoulder harnesses and passenger seatbacks were not met?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.11 Process measurements that would reveal when aircraft occupants did not comply with the Certificate Holder's restrictions regarding portable electronic devices?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.12 Process measurements that would reveal when applicable requirements regarding prohibition of smoking were not observed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.13 Process measurements that would reveal, in an extended overwater operation, when applicable requirements regarding equipment and briefings were not observed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.14 Process measurements that would reveal when passenger information signs and required informational placards were not present or not used in accordance with the Certificate Holder's design?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.15 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.16 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu</b>
1. No process measurements specified.
2. Documentation for the process measurements does not identify (who, what, when, where, how).
3. Inability to identify negative findings.
4. No provisions for implementing corrective actions.
5. Ineffective follow-up to determine effectiveness of corrective actions.
6. Resources requirements (personnel, facilities, equipment, technical data).
7. Other.

**SAI SECTION 4 – INTERFACES ATTRIBUTE**

**Objective:** Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

**Tasks**

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

- 1 Review the interfaces associated with the Passenger Handling process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

**Questions**

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

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

- |   |  |
|---|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)?        | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Passenger Handling process? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4.3 List additional interfaces identified during the accomplishment of this SAI.  |  |

<b>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</b>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

## SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

**Objective:** The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (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.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

### Questions

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

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

5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage the work required by the Passenger Handling process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Passenger Handling process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having 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
5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Passenger Handling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTE –Drop Down Menu</b>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.