

## 202. AIR CARRIER OPERATIONS BULLETIN NO. 1-94-1

### SERVICE OF ALCOHOLIC BEVERAGES

(Formerly Air Carrier Operations Bulletin No. 1-76-20).

We have received information that indicates drinking of alcoholic beverages by passengers on board air carrier airplanes may be an increasing problem. There have been instances ranging from harassment and/or cruel treatment of flight attendants to physically attacking a male purser. Reports indicate that in some cases, the agent and/or captain were informed of problems associated with drunkenness in the passenger cabin but failed to exercise authority. The boarding of a passenger who appears to be intoxicated is a violation of Section 121.575 of the Federal Aviation Regulations (FAR).

- a. Further, passenger non-compliance with Federal Aviation Administration (FAA) safety regulations may result in interference with a crewmember. This is a violation of FAR Section 91.11 and may also be a criminal violation under Section 902(j) of the Federal Aviation Act of 1958, as amended. Operators should have procedures in their manuals to ensure that crewmembers know what actions to take if a passenger does not comply with the safety regulations and/or interferes with a crewmember.
- b. Section 121.575 of the FAR requires operators to report passenger disturbances associated with alcohol within five days. Due to safety implications, FAR Part 135 operators should also report these disturbances to the FAA within five days. The crewmember procedures used to report these occurrences should be contained in the appropriate operator manuals, including operator handbooks. A suggested procedure would be that the pilot-in-command and/or the flight attendant in charge of the cabin should fill out a report which, if feasible, both of them, should sign. This report should be sent to the personnel designated in the operator's and crewmember's manuals. The report should include the name and address of the individual, physical description of the individual, individual's seat number, and the location of the individual's boarding and destination; names, addresses, and phone numbers of witnesses; names, addresses, and domiciles of the other crewmembers; as well as a brief objective, narrative of the incident, the airline, flight number, and the date.
- c. Certificate holders should have adequate procedures outlining the specific duties of crewmembers and ground personnel when disturbances occur involving the service of alcoholic beverages.
- d. Principal operations inspectors (POI) shall bring this bulletin to the attention of their assigned certificate holders and ensure that they include appropriate procedures in their manuals and training programs.