

214. AIR CARRIER OPERATIONS BULLETIN NO. 1-94-13

PROBLEMS WITH LOWER LOBE GALLEYS

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Aircraft equipped with lower lobe galleys may present a number of problem areas associated with those galleys.

- a. Certificate holders are required to provide instruction to flight attendants on electrical equipment and related circuit breakers located in the cabin area of aircraft which includes all galleys, service centers, and lifts. A good understanding of the function of these circuit breakers could eliminate a problem before it becomes a safety hazard.
 - (1) Certificate holders should assure that this subject is adequately covered in flight attendant training for all aircraft so equipped.
- b. We have received information concerning passengers having access to the lower lobe galleys. They have either let themselves down in the lifts or have actually been taken down by flight attendants. There is no justifiable reason for passengers to be in the galley where they would interfere with the flight attendant duties. In addition, there is no provision for oxygen masks and safety belts for extra persons.
 - (1) Certificate holders should incorporate into their manuals and training programs prohibition against passengers being allowed in the lower lobe and so placard each lift.
- c. Some certificate holders have conducted training and/or instructions in the lower lobe during flight with five or six flight attendant trainees. They have also allowed deadheading crewmembers to occupy or visit the lower lobe during flight. Only two flight attendants should be allowed in the lower lobe at any time during flight due to the number of oxygen masks and seatbelts. One additional person may be allowed for instruction, evacuation, or inspection duties.
- d. It is very difficult to hear the public address (PA) system announcements in the lower galley. The reason for this is aerodynamic noise and other noise emitting from nearby systems. The flight attendant working in the galley cannot hear the captain's warning of clear air turbulence or 10-minute warning of descent. In addition, there have been reports of numerous failures of the intercom systems. Flight attendants in the galleys have had to rely on the other flight attendants to pass the warning.
 - (1) Certificate holders should incorporate flight attendant procedures to assure that all warnings are passed to and acknowledged by persons in lower galleys.
- e. Enroute inspections have revealed a nonconformity throughout the aviation industry in training and procedures for flight attendants who have to work in the lower lobe galleys.

In one instance, there were adequate procedures and the attendant knew them well. In another case, the flight attendant had no idea how to combat a fire in the lower lobe galley. When asked how she would handle the emergency, she responded, "I would call the flight engineer." In no case were there any procedures for removing injured attendants from the lower lobe.

- (1) Certificate holders' emergency procedures pertaining to the lower lobe should include procedures and training on emergency equipment location and use. The removal of an injured flight attendant in the lower section should also be included. Operators should also take into consideration the advisability of having the flight engineer away from his duty station during an emergency to perform these duties.
- f. Minimum equipment lists (MEL) between different aircraft (DC-10, L-1011, and B-747) are not always compatible. In one instance, if the personnel lift is inoperable, no food service will be performed during flight. In another instance, if the personnel lift is inoperable, the flight attendant may go down to the lower galley but the service is limited to a number of carts that can be delivered and stowed in the passenger cabin. In addition, flight attendants have sustained serious injuries caused by certain lift malfunctions which occurred during flight
- (1) Certificate holders should include procedures in their flight attendant manuals and training programs to assure that there are adequate instructions throughout their system on dispatching aircraft with the personnel or cart lifts inoperable. Additionally, they should have procedures in the event these lifts become inoperable during flight. Further, assurance should be sought to determine that each certificate holder is keeping flight attendants informed on conditions and procedures which are set forth in the MEL's that affect them.
- g. Some airlines do not have a sufficient number of mushrooms in the cabin in order that each serving cart can be "tied down" in the event of turbulence. These carts can weigh up to 250 pounds and should be anchored when not being transferred to or from the cart lifts.
- (1) Certificate holders' procedures and training should include instructions to the flight attendants that all carts must be properly stowed for movement on the surface, takeoffs, landings, and whenever they are not being moved from one location to another.
- h. The retractable mushrooms in the lower galleys have been found inoperable. They are either jammed in the down position or when lifted to the up position will fall back down when the cart is placed over it. The automatic brakes are insufficient to keep the carts from moving about during takeoffs and landings.
- (1) Inspection should be conducted periodically in the lower lobe to see that the mushrooms are operable and that procedures requiring each cart to be tied down or stowed are adhered to.

- i. Principal inspectors should review their assigned carrier's procedures to ensure that the certificate holder's manuals and training programs contain appropriate procedures that address the above problem areas.