

FLIGHT ATTENDANT RESTRAINT DURING A CRASH AND EMERGENCY EVACUATION SECOND CHOICE EXIT DETERMINATION

(NTSB SAFETY RECOMMENDATION A-92-71 and formerly
Air Carrier Operations Bulletin No. 1-92-1 and includes NTSB SAFETY
RECOMMENDATIONS A-91-117 and A-91-118).

This bulletin addresses the need for air carriers to review their approved training programs and flight attendant operations manuals to ensure that the procedures used by individual carriers properly address the concerns expressed in this bulletin.

- a. The National Transportation Safety Board, in its discussion of several safety recommendations stemming from its investigation of a recent air carrier fatal accident, believes that principal operations inspectors (POI) should ensure that air carriers emphasize the following:
 - (1) For air carriers that have a second choice exit assignment for flight attendants (e.g., overwing Type III exits), the need, during training, to evaluate personal risk in a decision to use a closer escape path rather than using the assigned second choice exit. For example, another door or any opening in the fuselage may be more acceptable and more appropriate; and
 - (2) That during a crash sequence, flight attendants must remain properly restrained and seated in their crew seats until the airplane has come to a complete stop.
- b. Procedures in flight attendant manuals and training programs which provide for “second choice” exit assignments for aircraft emergency evacuation should be reviewed. This review should ensure that proper emphasis is given to the concept that such assignments also provide for the use of the nearest available exit or fuselage opening when appropriate.
- c. Air carrier training programs often emphasize the need for rapid evacuation following takeoff and landing accidents. On the other hand, it is often difficult for flight attendants involved in such accidents to determine when an aircraft has come to a complete stop. This lack of a combination of cues (e.g., motion, deceleration, etc.) can result in flight attendants releasing their seatbelts prematurely. If the aircraft experiences a sudden deceleration while a crewmember is unsecured, the result may be incapacitation to that crewmember and an increase of passenger evacuation time. Therefore, crewmember training should emphasize the importance of crewmembers remaining seated and properly restrained until the aircraft has come to a complete stop and should identify techniques to aid crewmembers in making that determination.

- d. POI's of operators who use flight attendants in their operations shall bring the contents of this bulletin to the attention of their assigned certificate holders. Also, POI's of these certificate holders shall encourage them to emphasize to their flight attendants during training in a crash scenario the following: the need for them to evaluate personal risk in a decision to go to a second choice exit; and the need for them to remain seated and properly secured until the aircraft comes to a complete stop.