



InFO

Information for Operators

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**U.S. Department
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http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info/all_infos

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Subject: Impaired or Intoxicated Passengers Aboard Title 14 of the Code of Federal Regulations (14 CFR) Part 91 or Part 135 flights.

Purpose: This InFO provides information to Parts 91 and 135 operators on potential safety risks involved with carrying impaired or intoxicated passengers aboard aircraft.

Background: Parts 91 and 135 operations use a wide variety of aircraft where in some cases, passengers are seated close to the aircraft controls. This increases the safety risk because passengers could accidentally or intentionally interfere with the controls, which could lead to a loss of control or other dangerous situations. The safety risk for such an occurrence happening is greater if passengers are under the influence of alcohol or drugs and have easy or direct access to the controls. Past aviation accidents have shown that carrying intoxicated or impaired passengers can be a contributing factor. Section 91.17(b) prohibits carrying anyone who appears intoxicated, and 49 U.S. Code § 44734 requires air carriers to train flight attendants on serving alcohol and identifying intoxicated passengers. However, there is no specific training or guidance for flightcrew members on how to ensure that intoxicated passengers are not allowed aboard.

Discussion: Its imperative flightcrew members are able to identify impaired or intoxicated passengers because their behavior is unpredictable. Their behaviors could range from non-responsive, loud, argumentative, to being physically disruptive, creating a stressful environment and potential unsafe condition in flight. Part 91 operators holding a Letter of Authorization (LOA) issued under § 91.147 and part 135 operators must develop and implement a Safety Management System (SMS) in accordance with 14 CFR part 5 no later than May 28, 2027. See 14 CFR § 5.9(a). Using SMS, operators will have the ability to identify safety hazards related to individuals who may be impaired or intoxicated, and employ methods, techniques and procedures specific to their operation, to effectively control safety risks appropriate to their operation.

Recommended Action: Part 91 operators holding a LOA issued under § 91.147 and part 135 operators, are encouraged to:

- Incorporate into their training:
 - behavioral recognition techniques,

- observation techniques,
- communication skills, and
- intervention methods to prevent boarding of impaired or intoxicated passengers.

- Develop and implement documentation and reporting procedures of impaired or intoxicated passengers.
- Develop and implement safety policies supporting flightcrew assessments and decisions related to passenger impairment and intoxication.

Contact: Direct questions or comments regarding this InFO to the Air Transportation Division's Operations Group at 9-afs-200-correspondence@faa.gov.