

Element Performance Inspection (EPI) Data Collection Tool
3.1.6 Exit Seating Program (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure exit seats are occupied only by passengers who are qualified, able, and willing to assist during emergency evacuations.

Objective (FAA oversight):

- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Exit Seating Program.
- To determine the effectiveness of the certificate holder s procedures in meeting the desired output of the process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Exit Seating Program.

Specific Instructions:

- Intentionally left blank

Related EPIs:

- 3.1.1 Passenger Handling (OP)
- 3.1.2 Flight Attendant Duties / Cabin Procedures (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(26)
 - 121.135(b)(3)
 - 121.585(a)(1)
 - 121.585(a)(1)(i)(A)
 - 121.585(a)(1)(i)(B)
 - 121.585(a)(1)(ii)
 - 121.585(a)(2)
 - 121.585(a)(3)
 - 121.585(b)(1)(i)
 - 121.585(b)(1)(ii)
 - 121.585(b)(1)(iii)
 - 121.585(b)(1)(iv)
 - 121.585(b)(1)(ix)
 - 121.585(b)(1)(v)

- SRRs:
 - 121.585(b)(1)(vi)
 - 121.585(b)(1)(vii)
 - 121.585(b)(1)(viii)
 - 121.585(b)(1)(x)
 - 121.585(b)(2)
 - 121.585(b)(3)
 - 121.585(b)(4)
 - 121.585(b)(5)
 - 121.585(b)(6)
 - 121.585(b)(7)(i)
 - 121.585(b)(7)(ii)
 - 121.585(d)
 - 121.585(d)(1)
 - 121.585(d)(10)
 - 121.585(d)(2)
 - 121.585(d)(3)
 - 121.585(d)(4)
 - 121.585(d)(5)
 - 121.585(d)(6)
 - 121.585(d)(7)
 - 121.585(d)(8)
 - 121.585(d)(9)
 - 121.585(e)(1)
 - 121.585(e)(1)(i)
 - 121.585(e)(1)(ii)
 - 121.585(e)(1)(iii)
 - 121.585(e)(1)(iv)
 - 121.585(e)(2)
 - 121.585(e)(3)
 - 121.585(e)(4)
 - 121.585(f)
 - 121.585(g)
 - 121.585(h)
 - 121.585(i)(1)
 - 121.585(i)(2)
 - 121.585(i)(3)
 - 121.585(i)(4)
 - 121.585(k)
 - 121.585(l)
 - 121.585(m)(1)
 - 121.585(m)(2)
 - 121.585(n)(1)(i)
 - 121.585(n)(1)(ii)
 - 121.585(n)(1)(iii)
 - 121.585(n)(1)(iv)
 - 121.585(n)(2)
 - 121.585(o)
 - A.022Approved Exit Seat Program
 - A.522p
 - SFAR 106.3(a)(4)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank

- FAA Policy/Guidance:
FAA Order 8900.1, Volume 3, Chapter 33, Section 6, Paragraph 3-3572

EPI Section 1 - Performance Observables

Objective: The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the policies, procedures, instructions, and information for the Exit Seating Program.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the Exit Seating Program to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Exit Seating Program with the personnel (other than management) who perform the duties and responsibilities required by the program.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	<p>Were passengers screened to ensure they were qualified to occupy an exit seat in accordance with the certificate holder's approved Exit Seating Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the Air Carrier specified location that personnel determine to the extent necessary the suitability of each person it permits to occupy an exit seat in accordance with the certificate holder's design. <i>Sources:</i> 121.135(b)(26); 121.585(a)(1) 2. Check at the Air Carrier specified location that passenger exit seating determinations are made in a nondiscriminatory manner by designated personnel in accordance with the certificate holder's design. <i>Sources:</i> 121.135(b)(1); 121.585(a)(2) 3. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to reach upward, sideways, and downward to the location of emergency exit and exit-slide operating mechanism in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(i); 121.585(n)(1)(i) 4. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to grasp and push, pull, turn, or otherwise manipulate those mechanisms in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(ii); 121.585(n)(1)(i) 5. Check at the Air Carrier specified location that personnel prohibit a 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to push, shove, pull, or otherwise open emergency exits in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(iii); 121.585(n)(1)(i)</p> <p>6. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to lift out, hold, deposit on nearby seats, or maneuver over the seatbacks to the next row objects the size and weight of overwing window exit doors in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(iv); 121.585(n)(1)(i)</p> <p>7. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to remove obstructions similar in size and weight to overwing exit doors in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(v); 121.585(n)(1)(i)</p> <p>8. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to reach the emergency exit expeditiously in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(iv); 121.585(n)(1)(i)</p> <p>9. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to maintain balance while removing obstructions in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(vii); 121.585(n)(1)(i)</p> <p>10. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to exit expeditiously in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(iii); 121.585(n)(1)(i)</p> <p>11. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to stabilize an escape slide after deployment in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(ix); 121.585(n)(1)(i)</p> <p>12. Check at Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to assist others in getting off an escape slide in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(1)(x); 121.585(n)(1)(i)</p> <p>13. Check at Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if that person is less than 15 years of age in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(2); 121.585(n)(1)(i)</p>	
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	<p>14. Check at the Air Carrier specified location that personnel prohibit a passenger from occupying an exit seat if that person lacks the capacity to perform one or more of the applicable functions without the assistance of an adult, companion, parent, or other relative. <i>Sources:</i> 121.585(b)(2); 121.585(n)(1)(i)</p> <p>15. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks the ability to read and understand instructions related to emergency evacuation provided by the certificate holder in printed or graphic form or the ability to understand oral crew commands in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(3); 121.585(n)(1)(i)</p> <p>16. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks sufficient visual capacity without the assistance of visual aids beyond contact lenses or eyeglasses in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(4); 121.585(n)(1)(i)</p> <p>17. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks sufficient aural capacity to hear and understand instructions shouted by flight attendants, without assistance beyond a hearing aid in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(5); 121.585(n)(1)(i)</p> <p>18. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks the ability to adequately impart information orally to other passengers in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(6); 121.585(n)(1)(i)</p> <p>19. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person has a condition or responsibilities, such as caring for small children in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(7)(i); 121.585(n)(1)(i)</p> <p>20. Check at the Air Carrier specified location that personnel prohibit a person from occupying an exit seat if the certificate holder determines that the person has a condition that might cause the person harm in accordance with the certificate holder's design. <i>Sources:</i> 121.585(b)(7)(ii); 121.585(n)(1)(i)</p> <p>21. Check in the aircraft cabin that personnel expeditiously relocate a passenger to a nonexit seat, if a passenger assigned to an exit seat would be unable to perform the exit seating functions or a passenger requests a nonexit seat in accordance with the certificate holder's design. <i>Sources:</i> 121.585(k); 121.585(n)(1)(iii)</p> <p>22. Check in the Air Carrier specified location that when a flight is full and it is necessary to accommodate a passenger being relocated from an exit seat, personnel move a passenger who is willing and able to assume the evacuation functions that may be required, to an exit seat in accordance with the certificate holder's design. <i>Sources:</i> 121.585(l); 121.585(n)(1)(iii)</p> <p>23. Check at the Air Carrier specified location that personnel assign seats prior to boarding consistent with the exit seating criteria and functions, to the maximum extent feasible in accordance with the certificate holder's</p>	
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	<p>design. Sources: 121.585(n)(1)(iii); 121.585(o)</p> <p>24. Check at the passenger staging area that a gate agent screens, verifies, and re-seats passengers onboard the aircraft to ensure compliance with exit seat assignment requirements when open seating, advance seat selection, self check-in kiosks, or other type of computer/internet technologies are in place in accordance with the certificate holder's design. Sources: FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572</p> <p>25. Check in the passenger staging area that a gate agent screens those passengers that used electronic media to select exit seats and print out a boarding pass without going through an employee of the company in accordance with the certificate holder's design. Sources: FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572</p>	
1.2.	<p>Did a flight or cabin crewmember verify that only passengers willing and able to assist in an emergency evacuation occupied exit seats? <i>Related Performance JTIs:</i></p> <p>1. Check in the aircraft cabin that a crewmember has verified that no exit seat is occupied by a person that the flight attendant determines is likely to be unable to perform exit seating functions prior to taxi or pushback in accordance with the certificate holder's design. Sources: 121.585(g); 121.585(n)(1)(iii)</p> <p>2. Check in the aircraft cabin that a flight attendant screens, verifies, and re-seats passengers onboard the aircraft to ensure compliance with exit seat assignment requirements when open seating, advance seat selection, self check-in kiosks, or other type of computer/internet technologies are in place in accordance with the certificate holder's design. Sources: FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572</p> <p>3. Check in the aircraft cabin that a flight attendant screens those passengers that used electronic media to select exit seats and print out a boarding pass without going through an employee of the company in accordance with the certificate holder's design. Sources: FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	<p>Were the established written procedures for making exit seating determinations available at all gates and ticket counters? <i>Related Performance JTIs:</i></p> <p>1. Check in the passenger staging area that information regarding exit row seating is available for inspection by the public at all passenger loading gates and ticket counters and each airport where it conducts passenger operations in accordance with the certificate holder's design. Sources: 121.585(f); 121.585(n)(1)(iii)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	<p>Were the passenger information cards containing required exit seating information available at each exit seat? <i>Related Performance JTIs:</i></p> <p>1. Check in the aircraft cabin that passenger information cards containing the required exit information are at each exit seat. Sources: 121.585(d); 121.585(e); 121.585(n)(1)(iii)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.5.	<p>Were the required exit seating briefings made in accordance with the certificate holder's approved Exit Seating Program?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check in the aircraft cabin that the passenger briefings reference passenger information cards in accordance with the certificate holder's design. <i>Sources:</i> 121.585(h); 121.585(n)(1)(iii) 2. Check in the aircraft cabin that the passenger briefings address that a passenger identify himself or herself to allow reseating if he or she cannot meet the exit seating selection criteria in accordance with the certificate holder's design. <i>Sources:</i> 121.585(i)(1); 121.585(n)(1)(iii) 3. Check in the aircraft cabin that the passenger briefings address that a passenger identify himself or herself to allow reseating if he or she has a nondiscernible condition that will prevent him or her from performing the exit seating functions in accordance with the certificate holder's design. <i>Sources:</i> 121.585(i)(2); 121.585(n)(1)(iii) 4. Check in the aircraft cabin that the passenger briefings address that a passenger identify himself or herself to allow reseating if he or she may suffer bodily harm as the result of performing one or more of the exit seating functions in accordance with the certificate holder's design. <i>Sources:</i> 121.585(i)(3); 121.585(n)(1)(iii) 5. Check in the aircraft cabin that passenger briefings address that a passenger identify himself or herself to allow reseating if he or she does not wish to perform those functions in accordance with the certificate holder's design. <i>Sources:</i> 121.585(i)(4); 121.585(n)(1)(iii) 6. Check in the aircraft cabin that the passenger briefings include a reference to the selection criteria set forth in 14 CFR 121.585(b). <i>Sources:</i> 121.585(h) 7. Check in the aircraft cabin that the passenger briefings include a reference to the functions to be performed set forth in 14 CFR 121.585(d). <i>Sources:</i> 121.585(h) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	<p>Were the certificate holder's policies, procedures, instructions, and information for the Exit Seating Program, followed?</p> <p><i>Related Performance JTIs:</i></p> <ol style="list-style-type: none"> 1. Check at the air carrier specified location that designated exit seats for each passenger seating configuration in its fleet are in accordance with the certificate holder's design. <i>Sources:</i> 121.135(b)(1); 121.585(a)(3) 2. Check in the aircraft cabin that a flight attendant delivered an individual exit seat briefing in accordance with the certificate holder's design. <i>Sources:</i> FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572 3. Check in the aircraft cabin that a flight attendant and/or interpreter has briefed those passengers who do not understand the language of the crewmembers in accordance with the certificate holder's design. <i>Sources:</i> FAA Order 8900.1, Vol 3, Ch 33, Sec 6, Para 3-3572 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

3.	Were the Exit Seating Program controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Did the records for the Exit Seating Program comply with the instructions provided by the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Were the process measurements for the Exit Seating Program effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

EPI Section 1 - Performance Observables Drop-Down Menu	
1.	Personnel.
2.	Tools and Equipment.
3.	Technical Data.
4.	Procedures, policies or instructions or information.
5.	Materials.
6.	Facilities.
7.	Controls.
8.	Process Measures.
9.	Interfaces.
10.	Desired Outcome.
11.	Other.

EPI Section 2 - Management Responsibility & Authority Observables

Objective: The questions in this section 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:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3-6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Exit Seating Program.
2.	Identify the person who has overall authority for the Exit Seating Program.
3.	Review the duties and responsibilities for those who manage the Exit Seating Program.
4.	Review the appropriate organizational chart.
5.	Discuss the Exit Seating Program with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
4.	Does the person with authority know that he/she has authority for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
5.	Does the person with responsibility for the Exit Seating Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
6.	Does the person with authority to establish and modify the Exit Seating Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

		<input type="checkbox"/> No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
9.	Does the responsible person know who has authority to establish and modify the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change
10.	Does the individual with authority know who has the responsibility for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change

EPI Section 2 - Management Responsibility & Authority Observables Drop-Down Menu	
1.	Assignment of responsibility.
2.	Assignment of authority.
3.	Does not understand procedures, policies or instructions and information.
4.	Does not understand controls.
5.	Does not understand process measurements.
6.	Does not understand interfaces.
7.	Span of control.
8.	Position vacant.
9.	Other.