

216. AIR CARRIER OPERATIONS BULLETIN NO. 1-94-15

FLIGHT AND CABIN CREWMEMBER COORDINATION AND COMMUNICATION, AND SAFETY DURING POTENTIALLY HAZARDOUS CONDITIONS OF FLIGHT

(Formerly Air Carrier Operations Bulletin No. 1-76-19 and includes
NTSB SAFETY RECOMMENDATION A-84-18).

A review of aircraft accidents/incidents and cabin enroute inspections reports indicates that there is a need for better communication between cockpit and cabin crewmembers, and better seatbelt discipline by passengers and flight attendants.

- a. Due to the nature of their cabin duties, flight attendants are susceptible to turbulence-related injuries. Close coordination between cabin and cockpit crewmembers can facilitate the timely completion of cabin services and preclude the exposure of flight attendants to potential injury during known or anticipated encounters with turbulence.
- b. During flight, the pilot-in-command is responsible for the safety of passengers and crewmembers, therefore, the pilot-in-command should assure that the cabin crewmembers have completed their safety duties as appropriate for each phase of flight, and that the flight attendants are seated at their duty station during takeoff and landing with safety belts and shoulder harnesses fastened. Additionally, during movement on the surface, unless performing all safety-related duties, flight attendants must be seated with safety belts and shoulder harnesses fastened.
- c. During emergency conditions, the flightcrew is primarily responsible for maintaining control of the airplane; however, as conditions permit, the flightcrew should brief the flight attendants on the nature of the emergency, the approximate amount of time for cabin preparation, and the contemplated course of action, to enable the flight attendants to more effectively carry out their duties.
- d. Operators should be reminded that it is advisable to make a public address announcement to remind passengers that Federal regulations require them to fasten their seatbelts when the seatbelt sign is turned on. Additionally, FAR Sections 121.415 and 121.417 specify training programs must ensure that each crewmember remains adequately trained. The training program should include instruction on coordination among crewmembers in abnormal/emergency situations, as well as review and discussion of previous aircraft accidents and incidents pertaining to actual emergency situations.
- e. The Federal Aviation Administration (FAA) is concerned about coordination and communication between the cockpit and cabin crewmembers during all phases of flight. Principal operations inspectors (POI) are requested to review their assigned operator's training program and operational manuals to ensure that the operator has established a safe and effective means of coordination and communication between the flight and cabin

crewmembers. The following operation, coordination, and communication procedures should be addressed:

- (1) Guidance to flight crewmembers on the importance of a predeparture briefing of the senior flight attendant to include forecast turbulence-related weather conditions, scheduling of cabin services, clean up, securing of galley and cabin, carry-on baggage, and passengers;
- (2) Use of the public address system to alert flight attendants and passengers of anticipated inflight turbulence;
- (3) Guidance for notifying flight attendants when they are to cease inflight services, secure galley, be seated with their restraints fastened, and/or resume duties;
- (4) Standardization notification to the flightcrew from the cabin crew when all pretakeoff and prelanding duties have been completed and the cabin is secured; and
- (5) Standardized before takeoff and before landing signals from the flightcrew which are utilized to allow sufficient time for flight attendants to be seated.