



U.S. Department
of Transportation
**Federal Aviation
Administration**

InFO

Information for Operators

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http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info

An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.

Subject: Enhanced Training for Flight Attendants (F/A)

Purpose: This InFO informs Title 14 of the Code of Federal Regulations (14 CFR) part 121 and part 135 operators of the requirement to provide F/As with training regarding serving alcohol to passengers, recognizing intoxicated passengers, and dealing with disruptive passengers.

Background: On February 14, 2012, Congress enacted Public Law 112-95, the FAA Modernization and Reform Act of 2012. Section 309, Enhanced Training For Flight Attendants, amends section 44734 of Title 49, United States Code (49 U.S.C). The amended 49 U.S.C section 44734 requires part 121 and 135 operators to provide employed or contracted F/As with initial and annual training regarding serving alcohol to passengers, recognizing intoxicated passengers, and dealing with disruptive passengers. In addition, the amended 49 U.S.C section 44734 requires operators to provide F/As with situational training on the proper method for managing possibly intoxicated passengers who act in a belligerent manner.

Discussion: Providing training to F/As in identifying and managing passengers who appear to be intoxicated is critical to the safety of passengers and crewmembers. An individual who is intoxicated may not be able to aid him or herself in the event of a decompression, first aid emergency, or an aircraft evacuation. Past incidents have shown that intoxicated passengers may become violent, assaulting F/As and other passengers. There have also been cases where passengers who appeared to be intoxicated have attempted to enter the flight deck or attempted to operate emergency exits in flight. Because most passengers do not understand the amplified effects of alcohol in a pressurized aircraft at cruising altitude, it is important that F/As are trained to make informed decisions when serving alcohol or managing passengers who appear to be intoxicated. Research shows that recognition of intoxicated persons reduces dangers during flight caused by too much alcohol (flared tempers, inappropriate behavior and impaired decision-making skills). In accordance with the Act, Operators must include situational training regarding serving alcohol to passengers, recognizing intoxicated passengers, and managing intoxicated passengers who have become disruptive. Situational training is typically short, scenario driven training focused on a task.

Recommended Action: Directors of operations, safety, program managers, training managers and instructors operating under parts 121 and 135 must be aware of the requirements of the amended 49 U.S.C section 44734 and of the safety issues discussed in this InFO.

Contact: Questions or comments regarding this InFO should be directed to AFS-200, Air Transportation Division, at (202) 267-8166.