



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

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Attachment 8 – Southwest Airlines Flight Attendant Manual (Excerpts)

OPERATIONAL FACTORS

DCA19CA151

2.0.0 General Onboard Emergencies

Revised: 06/01/2014

2.2.0 Turbulence

Revised: 06/01/2014

Because some encounters with light-to-moderate turbulence are unavoidable, and some turbulence is unpredictable, be prepared to reassure Passengers of their Safety and, in some cases, to act quickly in preventing injuries to yourself and others.

2.2.1 Communication

Revised: 06/01/2014

The following information describes communication between the Flight Attendants and Pilots regarding turbulence during the preflight briefing and during flight.

Preflight Briefing

During the preflight briefing, the Captain informs other Crew Members of any anticipated in-flight turbulence. Remember the following when dealing with turbulence:

- Use designated turbulence levels (refer to [EMERGENCY 2.2.2 Turbulence Levels](#)) when communicating turbulence information.
- Turbulence levels are not the same throughout the cabin. Intensity levels in forward sections may be lower than those in aft sections.
- Any time Crew Members experience turbulence levels that have not been forecasted or communicated, take immediate action in response to conditions. Communicate with the Pilots as soon as it is safe to do so.

Pilots should ensure Flight Attendants are allotted adequate time to secure galleys before entering areas of anticipated turbulence.

During Flight

Table 2.1 COMMUNICATION DURING FLIGHT

Responsibility	Communication
Pilots	Advise "A" Flight Attendant of expected or encountered turbulence, level, anticipated response time, and expected duration. Turn on FASTEN SEAT BELT sign.
Flight Attendants	If Pilots do not make seatbelt announcement, make announcement. Ensure other Flight Attendants are notified via interphone when turbulence is reported by the Pilots. Advise Pilots if turbulence is disrupting cabin service. Make PA to ensure Passengers and other Flight Attendants are seated when the level of turbulence calls for it. Flight Attendants may decide if conditions experienced in cabin are not suitable for continued service. Notify Pilots when FASTEN SEAT BELT sign is on for extended periods without turbulence or if Passengers are disregarding sign. Flight Attendants must communicate with Pilots before resuming duties. Report any Passenger or Crew injuries to flight deck and file an Irregularity Report.

WARNING: When actual cabin conditions differ from expected conditions, notify the Captain and take appropriate action.

2.2.2 Turbulence Levels

Revised: 06/01/2014

Turbulence is identified by three levels: light, moderate, or severe.

Light

- Occupants may feel a slight strain against seatbelts.
- Unsecured objects may be displaced slightly.
- Drinks shake, but do not splash out of cups.

Moderate

- Occupants feel definite strains against seatbelts.
- Unsecured objects are dislodged.
- Cabin service and walking are difficult.
- When possible, flight route is planned around moderate turbulence.
- Drinks splash out of cups with consistency.

Severe

- Occupants are forced violently against seatbelts.
- Unsecured objects are tossed about.

- Items fall over or lift from surfaces with consistency. Standing is impossible without holding onto a part of the aircraft.
- Cabin service and walking are impossible.
- Pilots will not intentionally fly into severe turbulence.

2.2.3 Turbulence Action Chart

Revised: 06/01/2014

Refer to [Table 2.2 TURBULENCE ACTION CHART](#), for turbulence levels and actions.

Table 2.2 TURBULENCE ACTION CHART

Turbulence Level	Flight Deck Response	Cabin Response
Light	Ensure FASTEN SEAT BELT sign is on. Via interphone, advise Flight Attendants of turbulence level. Advise Flight Attendants of expected duration. Make announcement reinforcing need for Passengers to remain seated.	Continue service with caution. Flight Attendants will monitor compliance by walking through the cabin to verify Passengers are seated with seatbelts fastened.
Moderate	Ensure FASTEN SEAT BELT sign is on. Via interphone, advise Flight Attendants of turbulence level. Advise Flight Attendants of expected duration. Make announcement reinforcing the need for Flight Attendants and Passengers to be seated and service to be discontinued. Continue communication with Flight Attendants as required.	Stop all service. Stow all carts and galley equipment. Secure yourself in a jumpseat as soon as possible using seatbelt and shoulder harness (take nearest Passenger seat if necessary). "A" Flight Attendant: • Communicates with other Flight Attendants to ensure Passengers and Flight Attendants are seated • Notifies Pilots when all Flight Attendants are seated. • Continues communication with Pilots on cabin conditions as required.
Severe	Ensure FASTEN SEAT BELT sign is on. When operationally safe to do so: • Make announcement stating "Flight Attendants and Passengers be seated immediately and fasten seatbelts." • Make announcement to inform Flight Attendants and Passengers when turbulence conditions have subsided. After conditions subside, continue communications with Flight Attendants as required.	Stop all service until turbulence is reduced. If service cart is in use, park at an angle and set brake. Secure yourself in the nearest available seat. In a jumpseat, use seatbelt and shoulder harness. "A" Flight Attendant notifies Pilots when cabin is secure and Flight Attendants are seated. When safe to do so: • Stow all carts and galley equipment. • "A" Flight Attendant uses PA to ensure Flight Attendants and Passengers are seated. • Check for injuries or damage. "A" Flight Attendant continues communication with Flight Crew on cabin conditions as required.

2.3.0 Service and Seatbelt Policy

Revised: 06/01/2014

The following policy defines what is expected of Flight Attendants when various turbulence intensities are anticipated or encountered. Communication between the flight deck and cabin is essential with regard to the severity and anticipated duration of the turbulence.

2.3.1 Light Turbulence

Revised: 06/01/2014

FASTEN SEAT BELT sign turned on:

- Pilots notify “A” Flight Attendant that light turbulence is anticipated, and its expected duration.
- “A” Flight Attendant makes the FASTEN SEAT BELT Sign On PA.

Level of compliance:

- Discourage any movement about cabin.
- Walk through the cabin and ensure Passengers are seated with their seatbelts fastened.
- Make a second announcement if necessary.

Service:

- Continue with caution.

2.3.2 Moderate Turbulence

Revised: 04/28/2016

FASTEN SEAT BELT sign turned on:

- Pilots make a PA requesting Passengers return to their seats and Flight Attendants ensure all seatbelts are fastened. The announcement includes expected duration of the turbulence.
- Pilots notify “A” Flight Attendant that moderate turbulence is anticipated, its expected duration, and ensure that the Pilot PA was clearly heard in the cabin.

Level of compliance:

- Walk through the cabin (if possible) to ensure Passengers are seated with seatbelts fastened.

CAUTION: If already experiencing moderate turbulence conditions, be seated in jumpseat (or nearest available seat, if necessary) immediately.

- Make supplemental PAs, as required.

- Pilots notify the “A” Flight Attendant when service may be resumed, and advise when a different turbulence level is in effect or that the FASTEN SEAT BELT signs will be extinguished.
- “A” Flight Attendant notifies the Pilots when Flight Attendants are seated.
- Flight Attendants must communicate with Pilots before resuming duties.

Service:

- Discontinue.
- Stow carts and galley equipment if safe to do so.

2.3.3 Severe Turbulence

Revised: 06/01/2014

FASTEN SEAT BELT sign turned on:

- Pilots make a PA requesting Passengers and Flight Attendants return to seats and ensure seatbelts are fastened.
- Pilots inform Passengers of the reason service will be discontinued and the expected duration of the turbulence.
- Pilots notify “A” Flight Attendant that severe turbulence is anticipated and ensure that the Pilot’s PA was clearly heard in the cabin.

Level of compliance:

- Take the nearest available seat immediately.
- “A” Flight Attendant notifies the Pilots when Flight Attendants are seated.
- Do not attempt a cabin walkthrough.
- Pilots or “A” Flight Attendant reinforce the need to remain seated with additional PAs as required.
- Pilots notify the “A” Flight Attendant when service may be resumed, and advise when a different turbulence level is in effect or that the FASTEN SEAT BELT signs will be extinguished.
- Flight Attendants must communicate with Pilots before resuming duties.

Service:

- Discontinue immediately.
- Stow carts and galley equipment if safe to do so.

