

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

July 9, 2020

Attachment 10 –American Airlines Inflight Manual

[Excerpts]

OPERATIONAL FACTORS/HUMAN PERFORMANCE

DCA20CA043



Inflight Manual

Revision 3.1
07SEP17

Onboard Emergency Checklist
OEC - 01FEB17



General Policies and Procedures Child Restraint Systems (CRS) **Label**

Label

22APR17

For taxi, takeoff, landing, during turbulence, or when the Fasten Seatbelt Sign is on, AA accepts only CRS and ACSDs/CARES certified for use in aircraft with required approval label(s).

Device	Required Label
Child restraint system (CRS)	• "This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards" • "This child restraint is certified for use in motor vehicles and aircraft." - child restraint system label is printed in red
ACSD/CARES	• "FAA approved in accordance with 14 CFR 21.305(d). Approved for Aircraft Use Only."
• Child restraint system with a worn off/unreadable label may be accepted provided - customer has a letter/document from manufacturer specifically stating detailed description/specific make and model number of the child restraint system	

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General Policies and Procedures **Child Restraint Systems (CRS)** [Label](#)

- letter must also state the device is approved for aircraft use
- If manufactured outside the U.S., a seat may be accepted provided
 - it bears the label showing approval of a foreign government or U.N.
 - approval, as designated by a circle surrounding the letter "E" followed by the number of the approving country similar to the images seen below



Refer to [Child Restraint Systems \(CRS\)](#) or [Airbelt](#) for more information.

Non-Approved Devices

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The following may not be used during taxi, takeoff and landing or when the Fasten Seatbelt Sign is on

- Any device without an approval label
- Booster seats with no approval label or shoulder harness
- Belt extensions that attach to the parent or the parent's restraint
- Vest and/or harness-type devices
 - with exception of ACSD/CARES bearing FAA aircraft approval label
- Any device that positions a child on the lap or chest of an adult

Permitted Locations

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The preferred location for a child restraint system is a window seat.

- On all aircraft, CRS or ACSD/CARES may be placed in a window seat while the accompanying adult occupies the middle or aisle seat
- On dual-aisle aircraft, CRSs or ACSDs/CARES may be placed in center section (i.e., C-G) seats as long as all persons in the row have unobstructed access to an aisle
- Responsible person must be seated in same row
- Two or more CRSs or ACSDs/CARES can be placed side-by-side as long as all adults occupy seats with unobstructed access to an aisle
- CRSs may face FWD or AFT in accordance with instructions on label

Prohibited Locations

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- CRSs and ACSDs/CARES are prohibited in
 - rows with an overwing or door exit
 - seats directly in front of or behind an overwing exit
 - one adult traveling alone with two CRSs or ACSDs/CARES may not sit between the two children
- CRSs or ACSDs/CARES may not occupy the space between a customer and an aisle obstructing access to the aisle
- CRS and ACSD (including CARES) are NOT permitted in the premium cabin seats, due to the angle of the seats, on the following aircraft
 - 777-200ER 2-Class (BC - Concept D seats)
 - 777-300ER (BC seats– Cirrus seats)
 - 787-8 (BC - Concept D seats)
 - 787-9 (BC- Super Diamond seats)
 - A330-200/300 (BC seats)
 - A321T (FC – Cirrus seats)
- Please refer customers in the seats above with a CRS or ACSD/CARES to the agent for a new seat assignment

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Parent/Guardian Responsibility

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Per **FAR 121.311**, children two years and older must occupy a seat. Children over two must also be ticketed. Children may occupy a FAA approved child restraint system during taxi, takeoff, landing, and any time the Fasten Seatbelt Sign is on. The parent or guardian is responsible for ensuring the seat or ACSD/CARES

- Fits child properly
- Functions and is free of defects
- Is properly installed
- Child is properly restrained

General Policies and Procedures

Reporting Procedures

[Required Reporting](#)

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[Corporate Event Reporting System \(CERS\)](#)

Safety, security or medical events, including passenger disruption, smoking, suspicious activity or severe turbulence, must be reported via CERS within 24 hours of the event or within 24 hours of your return to the U.S. from an International sequence.

Note: when an incident occurs the FA(s) most involved in the event complete a CERS Report providing as much details as possible. All other FAs should also submit a report even if it states "I was not involved." This is important and verifies all crewmembers observations in the event of an investigation.

- The Corporate Event Reporting System is referenced throughout the Inflight Manual as CERS; this is the same report
- To access the report, log on to the Flight Service Website through Jetnet and click "Safety and Security" on the left side of the page. Next, click "Corporate Event Reporting System - CERS"



Reportable events include

- Any event or hazard that may provide useful information for the enhancement of flight safety and inflight operations
- Emergency landing (passengers instructed to brace)
- Fire, smoke, fumes or odor in the cabin
- Evacuation
- Significant turbulence event, including injury to FA or passenger
- Medical emergency, including use of medical equipment or if contact with infectious disease
- Passenger illness or injury
- Emergency equipment is absent, non-operational or tampered with
- Decompression (oxygen masks deployed)
- Security-related event
- Slide deployment

Checklist for Reporting

The following is a checklist of information that you may require for your report in addition to the general points (who/what/when) that occurred during the incident.

Seatbelt Compliance Checks

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Immediately after the Fasten Seatbelt Sign is illuminated, all FAs must coordinate responsibilities for verifying all customers are seated with their seatbelts fastened in each cabin.

In the event of turbulence that would compromise FA safety, only deliver the Fasten Seatbelt PA. Conduct compliance checks once it is safe to move about the cabin.

To conduct seatbelt checks

- FA 1/Purser delivers Fasten Seatbelt PA
 - exception on night flights between 10:00 PM and 6:30 AM
- Ensure all customers have seatbelts fastened
 - use flashlight if needed
- If Fasten Seatbelt Sign is illuminated during a beverage or meal service, FAs must momentarily stop service to perform compliance checks
 - carts cannot be left unattended - FAs alternate conducting seatbelt checks and manning cart

Turbulence

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General Turbulence Guidelines

- Customers are requested to keep seatbelts fastened while seated at all times and are required to keep seatbelts fastened when the Fasten Seatbelt sign is on
- Do not jeopardize personal safety during turbulent conditions
- Turbulence severity is communicated using the categories found in the Turbulence Procedure Tables, the categories are:
 - **Light:** Bumpiness and momentary changes in altitude/attitude
 - **Moderate:** Rapid bumps or jolts; changes in altitude/attitude
 - **Severe:** Large, abrupt changes in altitude/attitude
- The cabin is prepared according to the level currently being experienced as defined on the Turbulence Procedures Tables
- There can be different levels of turbulence intensity relative to location in the aircraft. The cabin is prepared according to the highest level on the [Turbulence Procedure Tables](#)

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Turbulence Communication

- Maintaining communication with the flightdeck and other flight attendants is essential to avoiding turbulence injuries
- Reported or potential turbulence during flight is conveyed by the flightdeck during the crew briefing with the FA 1/Purser
- During flight, flightdeck notifies FAs of newly reported or suspected turbulence as soon as possible
- Flightdeck and FAs communicate the severity of turbulence using light, moderate and severe turbulence verbiage
- If FAs experience turbulence, with no prior notification from the flightdeck, FA calls flightdeck to request the seatbelt sign to be turned on
- Flightdeck communicates to the FAs the length of time expected to be in turbulence, if known
 - if advised, the FAs remain seated until advised by the flightdeck. FA 1/Purser delivers Seatbelt Sign On or Turbulence announcement
 - if extended period time, with no update from the flightdeck, the FA calls for an update

Unexpected Turbulence

- Dependent on intensity, immediately take nearest seat or jumpseat and fasten seatbelt, including shoulder harness if in jumpseat
- If cart is in aisle, secure cart by wedging cart between aisle seats
- Set brakes on all carts in present location
- Remove hot liquids from cart by placing in cart (if room available) or on floor
- Communicate with other FAs and advise to secure themselves
- Remain seated until notified by the flightdeck that it is safe to resume duties
- FA 1/Purser delivers Turbulence announcement
- Advise flightdeck of any injuries or cabin interior damage



Turbulence Procedure Tables

- Flightdeck and flight attendants must comply with the communication and action outlined in the following Turbulence Procedures Tables

[Light Turbulence Procedures](#)

[Moderate Turbulence Procedures](#)

[Severe Turbulence Procedures](#)

Light Turbulence Procedures

Definition	• Turbulence that momentarily causes slight, erratic changes in altitude or attitude OR • Turbulence that causes slight, rapid and somewhat rhythmic bumpiness with minimal changes in altitude or attitude
Inside Cabin Reaction	• Occupants may feel a slight strain against seatbelts • Liquids shaking but not splashing out of cup • Little or no difficulty encountered in walking
Flightdeck Actions	• Seatbelt sign on at captain's discretion • Notify FA 1/Purser that Light Turbulence Procedures are in effect and expected duration

Light Turbulence Procedures

- | | |
|--------------------------|---|
| Flight Attendant Actions | <ul style="list-style-type: none">• Deliver Seatbelt Sign ON announcement, if not made by flightdeck• Continue service with caution• Discontinue service of hot liquids and remove hot liquids from carts• If seatbelt sign is on, verify that passenger seatbelts are fastened, infants/children are secured in seat and lavatories unoccupied• Submit a CERS, if applicable |
|--------------------------|---|



Moderate Turbulence Procedures

Definition	- Changes in altitude or attitude occur but the aircraft remains in positive control at all times. Usually causes variations in airspeed OR - Causes rapid bumps or jolts with minimal change in aircraft altitude or attitude
Inside Cabin Reaction	- Occupants feel strains against seatbelts - Liquids splashing out of cups - Difficulty in walking
Flightdeck Actions	- Turn on Fasten Seatbelt Sign - Deliver PA instructing passengers and FAs to be seated - Notify FA 1/Purser that Moderate Turbulence Procedures are in effect and expected duration - Notify FA 1/Purser when service may be resumed. Extinguish Seatbelt sign at captain's discretion

Moderate Turbulence Procedures

- | | |
|--------------------------------|---|
| Flight
Attendant
Actions | <ul style="list-style-type: none"> • Deliver <i>Seatbelt Sign ON</i> or <i>Turbulence</i> announcement, if necessary • Discontinue service, deliver <i>Turbulence Discontinue Service</i> announcement <p>Exception - On night flights (2200-0630), when a cabin check is not possible, deliver PAs.</p> <ul style="list-style-type: none"> • Secure hot liquids while returning cart to galley • Stow carts and secure galleys • Sit down and secure seatbelt • Remain seated until notified by the flightdeck or the seatbelt sign has been turned off Check for passengers/crew needing assistance. Ensure lavatories are vacant. Inform flightdeck of any injuries or interior cabin damage • Submit a CERS |
|--------------------------------|---|

Severe Turbulence Procedures

Definition • Causes large, abrupt changes in altitude or attitude. It usually causes large variations in indicated airspeed. Aircraft may be momentarily out of control

OR

• Aircraft is violently tossed about and is practically impossible to control. It may cause structural damage

Inside Cabin Reaction • Occupants forced violently against seatbelts

• Items falling or lifting off surface
• Walking is impossible

Flightdeck • Seatbelt sign turned on

Actions • Deliver PA instructing passengers and FAs to be seated immediately
• Notify FA 1/Purser that Severe Turbulence Procedures are in effect and expected duration
• When severe turbulence is no longer in effect, notify FA 1/Purser when service maybe resumed. Seatbelt sign is turned off at captain's discretion

Severe Turbulence Procedures

- | | |
|---------------|--|
| FA
Actions | <ul style="list-style-type: none"> • Deliver Seatbelt Sign On or Turbulence PA, if possible • Discontinue service, deliver Turbulence Discontinue Service PA <p>Note: On night flights (2200-0630), when a cabin check is not possible, deliver PAs</p> <ul style="list-style-type: none"> • If cart is in aisle, secure cart by wedging cart between aisle seats • Set brakes on all carts in present location • Remove hot liquids from cart by placing in cart (if room available) or on floor • Sit down immediately in nearest seat and secure seatbelt or sit on floor and secure self • Remain seated until notified by flightdeck or seatbelt sign is turned off • Check for passengers/crew needing attention or assistance. Ensure lavatories are vacant. Inform captain of any injuries • Submit a CERS |
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