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# ADVISORY CIRCULAR

## DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

**SUBJECT:** PASSENGER SAFETY INFORMATION BRIEFING AND BRIEFING CARDS

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1. **PURPOSE.** This Advisory Circular contains information and guidance material for use by air carriers in the preparation of passenger safety information briefings. The information listed herein includes those items required by regulations, as well as items considered to be desirable passenger information. The goal is to facilitate standardization and improvement of the safety information presented to passengers by the airline industry.
  2. **REFERENCE.** Federal Aviation Regulations 121.311, 121.317, 121.333, 121.571, 121.573, 121.577, 121.589.
  3. **BACKGROUND.** Past investigations of accidents and incidents have shown that many passengers were unaware of safety information that would have helped them in an emergency. The basic methods of informing passengers about safety information are the pretakeoff oral briefing and the passenger information card. Since experience has indicated that many passengers do not pay attention to the oral briefings and do not always read or understand the briefing cards, they should be as appealing and interesting as possible to obtain passenger interest. Such information should be concise and accurate. Present oral briefings have been generally standardized. However, a review of passenger briefing cards shows a wide variance in the quality of cards and the methods used to portray this supplementary information. This Advisory Circular lists items that should be covered in a briefing or on an information card plus other items that are generally covered to add support to the oral briefings. While some air carriers are using pictorial means to convey the information, any means of pictures or words, or a combination thereof, is acceptable as long as the information is presented in a clear and concise manner.
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#### 4. ORAL BRIEFING.

##### a. Pretakeoff.

(1) As required by FAR 121.571, 121.577 and 121.589, the minimum information to be presented in the pretakeoff briefing is the smoking rule, the location of emergency exits, tray tables and seatbacks in the full upright position and the requirement that carry-on baggage (located at passenger seats) be properly stowed in the underseat retainers for takeoff and landing. Instructions on the fastening, tightening and unfastening of seatbelts should be given.

(2) When required by FAR 121.333(f), the briefing includes the location and use of the oxygen system. The demonstration of the oxygen mask should include instructions on the need to extinguish smoking materials, how to initiate oxygen flow, the placement of the mask on the face, adjustment of the elastic strap on the head and the tightening of the strap ends to hold mask on the face. Passengers should be given information concerning the need for immediate donning of the dropped mask, the amount of inflation of the oxygen reservoir bag (where applicable) and the necessity to keep the oxygen mask on their faces until they are told to remove it by a crewmember. Additional instructions and warnings (on initial generation time lapse, heating of individual canisters, etc.) should be included for oxygen systems that utilize the individual self-generating units.

(3) The pretakeoff oral briefing has been successfully and satisfactorily transferred to a video presentation by at least one carrier. This method of passenger briefing should be considered when the aircraft has the necessary video and sound equipment. The advantages of a video tape presentation are the assurance that a complete briefing is given, that the diction is good and an overall high quality of briefing is maintained. It also lends itself very well to bilingual presentations when necessary.

b. Post Takeoff. The post takeoff briefing required by FAR 121.571(a)(2) includes announcements to the passengers concerning smoking and seatbelts. After the no smoking sign is turned off, they should be advised where the smoking rows or zones are located and that smoking in the lavatories is prohibited. Although not regulatory, a statement should be made at this time to refrain from smoking while standing or walking in the aisles. Just before or immediately after the seatbelt sign is turned off, an additional announcement should be made to keep seatbelts fastened while seated even though the seatbelt sign is off. (Note: This announcement will have a better impact on passengers if made by the captain.)

c. Prelanding. The minimum prelanding briefing (normally given immediately after the captain turns on the seatbelt/no smoking sign) includes

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those items required by FAR's 121.577 and 121.589, namely, the requirements for tray tables and seatbacks to be in the full upright position, seatbelts fastened securely, smoking materials extinguished and carry-on baggage stowed in the underseat retainer for landing.

d. Post Landing. The minimum post landing briefing should advise passengers to remain seated with seatbelts fastened until the aircraft is parked at the gate and the engines have been shut down. This request should be accompanied by an explanation that any sudden unanticipated stop could cause physical harm to passengers standing up to retrieve overhead articles. It is desirable to give a signal to the passengers, such as turning the seatbelt sign off, when it is safe to move about.

e. Crewmember Procedures. Each oral briefing presented by a carrier for its passengers should be fully explained and described in the appropriate company manual.

#### 5. PASSENGER SAFETY INFORMATION CARD.

a. General. The oral briefings listed above should be supplemented by a printed card, as required by FAR 121.571, with instructions and diagrams as necessary, to aid the passenger in the use of emergency equipment. The cards may utilize any method of diagrams, photos, written messages, etc., to impart the message, but the message must be clear and concise. The use of symbology to eliminate the need for printed instructions on the card has worked well for many carriers. It has particularly good application on flag carriers who are faced with the necessity of briefing in one or more foreign languages. Special instructions should be added when an emergency system is new and any detail of its use is uniquely different from past systems used by air carriers. A card should be developed that is pertinent to only one specific type and model of aircraft.

b. Content. The passenger safety information card should display the information described in paragraph 5.c. On extended overwater flights, the information in paragraph 5.d. should also be displayed. The primary method of presentation should be pictorial. When the term "instruction" is used in this Advisory Circular, it refers only to the information presented to passengers by the passenger safety information card. As required by FAR 121.571, the information on the card must refer only to the type and model airplane used for that flight.

#### c. Minimum Presentation Requirements - Overland Flights.

(1) Emergency Exits. FAR 121.571 requires diagrams and methods of operating emergency exits. Location of these exits should also be included. Past experience has indicated that confusion is sometimes created by a diagram or picture that demonstrates operation of an emergency door

peculiar to only one side of the aircraft. If, for instance, all emergency door handles rotate toward the rear of the aircraft, an explanation on the card should expand on the diagram to explain this item to the passengers. Routes from passenger areas to exits (based on full passenger load, known exit evacuation rates and use of all emergency exits) should be depicted.

(2) Evacuation Slides. Operation and use of slides should be shown. If slides are not automatic, the manual mode inflation procedure should be included. Any special warnings about exit routes once outside the aircraft (e.g., on a wing or at the foot of a slide) should be depicted.

(3) Oxygen.

(a) Diagrams should, when use of oxygen is required by FAR 121.333, supplement the oral briefing and demonstration on the use of oxygen systems. It should be made clear that the bag on the oxygen mask (where applicable) is to be used as an indication of the flow of oxygen. The relationship of aircraft altitude to the amount of oxygen bag inflation should be indicated. Some warning against smoking in the vicinity of oxygen flow should be indicated on the card.

(b) The passenger safety information card should illustrate that passengers must (1) immediately pull the mask firmly toward their faces, so as to assure that the lanyard attached to the mask releases the activating pin (if applicable); (2) place the mask on their face (covering BOTH nose and mouth); and (3) adjust the elastic strap over the head.

(4) Seatbelts. Due to the variation in types of seatbelts and past incidents wherein passengers have not known how to use their seatbelts, it is desirable to supplement the oral briefing with illustrations showing the fastening, tightening and unfastening of the seatbelt.

(5) Brace Positions. Proper brace-for-impact positions should be shown for all seat orientations; i.e., forward and rearward. Diagrams should show positions that are realistic and are physically attainable considering the seating configuration in the aircraft described on the passenger briefing card.

(6) Individual Flotation Devices. As required by FAR 121.573, information on the location and use of individual flotation devices (if used) must be provided. Instructions on how to remove the flotation devices and use them in water should be given. The specific stowed location of flotation vests should be indicated. Instructions should be provided on removal from stowage locations, donning, using the manual and oral inflation systems and operation of survivor lights where manual operation of such lights is required.

d. Additional Presentation Requirements - Extended Overwater Flights.

(1) Passenger Exit Awareness and Location. Passengers should be instructed on the most appropriate exit for their use. Determination of the most appropriate exits should consider a full passenger load, the number and capacity of liferafts or slide/rafts to be launched from each exit, position of passengers to each ditching exit and the use of all exits that have been planned for liferaft/slide launchings.

(2) Life Preservers. As required by FAR 121.573, the specific location(s) where life preservers are stowed must be provided. Instructions on removal from the stowage location(s), donning, using manual and oral inflation systems and manual operation of survivor locator lights and accessories, as appropriate, should be provided.

(3) Liferafts and Slide/Rafts. Instructions on liferaft retrieval, preparation for use, inflation methods, launching locations and how to secure to the aircraft should be given. Stowage locations and methods of inflating slide/rafts, methods of boarding and detaching liferafts or slide/rafts should be depicted.

(4) Emergency Locator Transmitters and Survival Equipment. If portable emergency locator transmitters and/or auxiliary survival equipment is required by FAR 121.353, instructions must be provided on their locations and methods of retrieval.

6. BRIEFING OF HANDICAPPED PASSENGERS. As required by FAR 121.571, a flight attendant will conduct an individual pretakeoff oral briefing of each passenger who, in an emergency, may need the assistance of another person to evacuate. If this person is accompanied by an attendant, the attendant should also be briefed. The briefing should cover:

- a. Routes to each appropriate exit; and
- b. The most appropriate time to begin moving to an exit.



R. P. SKULLY  
Director, Flight Standards Service