



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

Advisory Circular

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Subject: PASSENGER INFORMATION,
FAR PART 135: PASSENGER SAFETY
INFORMATION BRIEFING AND BRIEFING CARDS

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1. PURPOSE. The purpose of this advisory circular is to provide information regarding the items that should be covered in oral briefings and on information cards. The advisory circular provides specific information for aircraft having a maximum passenger seating configuration excluding any pilot seat, of 30 seats or less and a maximum payload capacity of 7500 pounds or less. It also provides suggestions about making this information more interesting and meaningful.

2. RELATED FAR SECTIONS. Federal Aviation Regulations (FAR) 91.14, 135.23, 135.117, and SFAR 41.

3. BACKGROUND. An alert, knowledgeable person has a much better chance of surviving any life- or injury-threatening situation. Therefore, the FAA requires a passenger information system which includes oral briefings and information cards. It would be desirable to have every airline passenger highly motivated; however, motivating people, even when their own personal safety is involved, is not easy. One way to increase motivation is to make the presentations as interesting as possible. This advisory circular encourages the operators to be innovative in their approach.

4. ORAL BRIEFINGS. The pre-takeoff oral briefing should be given so that passengers can easily hear it. Crewmembers giving these briefings should speak slowly and distinctly, and, they should point out the exits and whenever possible, physically demonstrate the location and use of the safety equipment.

a. PRE-TAKEOFF. In accordance with FAR 135.117, before takeoff the pilot-in-command should ensure that all passengers have been orally briefed. The briefing should include the following information:

(1) Smoking. The information that smoking is prohibited during takeoff and landing should be given. If the airplane is equipped with "no smoking" signs, passengers should also be advised not to smoke when these are illuminated. If the aircraft has lavatories, passengers should be advised not to smoke in the lavatory.

(2) Seat Belts. The pilot-in-command should ensure that passengers are briefed on the fastening, tightening, and unfastening of seat belts.

(3) Seatbacks. Passengers should be told that the seatbacks should be upright for takeoff and landing.

(4) Exits. The passenger entry door and any other exits available to the passengers should be pointed out.

(5) Fire Extinguishers. Passengers should be briefed on the location and use of the fire extinguishers. This should include information regarding the removal of the fire extinguisher from its holder.

(6) Survival Equipment. Passengers should be briefed on the location of survival equipment.

(7) Passengers Needing Assistance. The pilot-in-command should ensure that passengers who may need assistance in moving expeditiously to an exit are individually briefed. The briefing should at least include information about the most appropriate route to an exit and the most appropriate time to start moving toward that exit.

(8) Supplemental Information. Passengers should be told that the briefing cards contain additional safety information which they should read. They should also be instructed regarding the location of the cards. Since FAR 135.87 requires carry-on bags and cargo to be stowed for takeoff and landing, pertinent information on this could be included in the briefing.

(9) Oxygen Masks. If the flight involves operation above 12,000 feet MSL, passengers should be briefed before takeoff on both normal and emergency use of oxygen. This should include instructions about locating, donning, and adjusting the equipment; prohibition against smoking; and any action which might be necessary to start the flow of oxygen. Passengers should also be informed that they should don their own oxygen mask before assisting children with their masks.

(10) Extended Overwater Operation. If the flight involves extended overwater operation, passengers should be briefed before takeoff both on ditching procedures and also the use of required flotation equipment. This could include:

(1) Exits. Passengers should be instructed on the most appropriate exit for their use. In determining the most appropriate exits, consideration should be given to the passenger load and to those exits designated for use in water landings and raft launchings.

(ii) Flotation Cushions. Passengers should be briefed on the location, removal, and use of flotation cushions. This should include the method of use in the water such as putting the arms through the straps and resting the torso on top of the cushion.

(iii) Life Preservers. The location, removal, donning, and use of life preservers should be demonstrated. This should include using manual and oral inflation systems and manual operations of survivor locator lights and accessories.

(iv) Life Rafts. Instructions on life raft retrieval, preparation for use, inflation methods, launching locations, and how to secure to the aircraft should be given.

b. POST-TAKEOFF.

(1) Smoking. When the "no smoking" sign is turned off, a statement should be made instructing passengers to refrain from smoking while in the lavatory or while standing or walking in the aisles.

(2) Seat Belts. Passengers should be reminded to keep their seat belts fastened while seated. If the aircraft is equipped with a "seat belt" sign, this announcement could be made either immediately before or after the "seat belt" sign is turned off.

c. PRE-LANDING. The minimum pre-landing briefing should include information that seat belts should be fastened securely, smoking materials should be extinguished, seatbacks should be in the full upright position, and carry-on baggage should be stowed in the underseat retainer for landing.

d. POST-LANDING. The minimum post-landing briefing should advise passengers to remain seated with seat belts fastened until the airplane has come to a complete stop and the "seat belt" sign has been turned off (if the airplane is equipped with a "seat belt" sign). This announcement should be accompanied by an explanation that this is for their own safety and the safety of those seated around them.

e. CREWMEMBER PROCEDURES. In accordance with FAR 135.23, the procedures to be followed when giving the briefing required by 135.117 must be explained and described in the appropriate part of the manual. Crewmembers should neither be assigned nor perform service-related duties during the briefings.

5. PASSENGER SAFETY INFORMATION CARDS. FAR 135.117 requires the oral briefing to be supplemented with information cards which are pertinent to only that type and model of aircraft, and contain both diagrams and methods of operating the emergency exits and other instructions necessary for the use of emergency equipment. These should be in a location which is convenient for the use of each passenger.

a. DESIGN AND LOCATION. The safety information card should be designed and located so that the seated passenger will be able to see and have access to the card when it is placed in its normal location aboard the aircraft. The method used to depict equipment and actions can be pictures of people, diagrams, drawings, words, or combinations of these. The use of international symbols is encouraged. All depictions should be easy to understand and not complex. For example, some cards contain too much material in too little space; therefore, the information appears complex. Cards should also be interesting and attractive so passengers will want to read them. One method of doing this is by the use of color. A multi-colored card which has pictures and drawings will be picked up and read more often than a black and white printed card.

b. EXTRANEOUS INFORMATION. The safety information card should not contain information that is not essential for safety. For example, advertising, schedules, or promotional information is not safety-related and should not be on the safety information card.

c. CONTENT. Safety briefing cards that provide information to passengers should include:

(1) Passenger Compliance with Safety Information. The instructions on the cards should advise passengers that they should comply with safety instructions including signs, placards, and instructions of the crewmembers.

(2) Smoking. Information should be given about the prohibition against smoking in the lavatories, during takeoff and landing, any time the "no smoking" sign is illuminated, or when in the immediate vicinity where passenger oxygen is being used.

(3) Seat Belts. Instructions for fastening, tightening, and unfastening seat belts should be given.

(4) Seatbacks. The card should contain information that seatbacks should be upright for takeoff and landing.

(5) Exit Location. The location of every available exit should be indicated. Information on the cards should encourage passengers to familiarize themselves with the locations of exits other than the one they entered.

(6) Exit Operation. The cards should contain diagrams depicting the opening of the required exits, and any manual operations necessary to successfully complete the evacuation such as the recommended placement of the hatch on the seat or outside the aircraft. Past experience has indicated that confusion is sometimes created by a diagram or picture that demonstrates operation of an exit peculiar to only one side of the aircraft. If, for instance, all emergency door handles rotate toward the rear of the aircraft, this should be explained on the card. The card should inform passengers not to bring carry-on baggage to the exit.

(7) Evacuation Slide Use. Instructions to jump outward in the seated position, with legs extended, and not to sit (e.g., at the door sill) when entering the evacuation slide should be provided.

(8) Brace Positions. The card should provide information about protective brace positions to be assumed by passengers in all seat orientations (i.e., forward-, aft-, and side-facing) and all seat spacings for that aircraft.

(9) Oxygen-Masks. If the aircraft is to be operated above 12,000 feet MSL, the card should include instructions about locating, donning, and adjusting oxygen masks; any further information needed to start the flow of oxygen; and instructions to help children use their oxygen masks only after the passenger has donned his own mask.

(10) Fire Extinguishers. The card should depict the location of each available fire extinguisher, show how to remove it from its holder, and give a description of its use.


(11) Survival Equipment. The card should provide information about the location of survival equipment.

(12) Individual Flotation Devices. When the aircraft is used in extended overwater operation and flotation equipment is required, the information card should provide information about the location and use of flotation devices. This information should include the removal of the flotation device from its stowed location and/or package; its use in the water, including manual and oral inflation backup systems; and the manual operation of survivor locator lights and accessories, as appropriate.

(13) Life Rafts. When life rafts are required, the passenger information cards should indicate stowage locations. Instructions on life raft retrieval, preparations for use, inflation, and securing to the aircraft should be provided. Launching locations should be indicated.

(14) Emergency Locator Transmitters and Survival Equipment. When this equipment is required, the passenger information card should provide instructions regarding its location and method of retrieval for equipment which is not part of a life raft.

(15) Supplemental Information. The card could also contain information that for takeoff and landing, tray tables should be upright, carry-on baggage should be stowed, and galley service items will be picked up.


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