

Cabin Enroute Inspection

**CAAI OPS DIRECTIVE
OPS 2.1.006**



**AIR OPERATOR
SRVEILLANCE**

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1. Objective

- 1.1. This section provides guidance for conducting a cabin en route inspection to ensure that an operator's cabin safety procedures adhere to IANR.OPS. and safe operating practices. For purposes of this section, aviation safety inspector (ASI) includes cabin safety specialist.

2. General

- 2.1. Cabin en route inspections provide the CAAI with information concerning flight attendant (F/A) training programs, operator procedures, and the condition and maintenance of aircraft emergency equipment and furnishings.

2.1.1. Inspector Qualifications.

- 2.1.1.1 Since ASIs do not receive system training on all aircraft, it is important that inspectors become familiar with the operator's procedures and equipment before performing the inspection.
- 2.1.1.2 Each inspector must be familiar with the cabin en route inspection procedures before performing this task and must have completed OJT in cabin en-route inspections.
- 2.1.1.3 Inspectors possess various degrees and types of expertise and experience. When additional information or guidance is needed, the inspector should coordinate with personnel experienced in that particular specialty.

2.1.2. Inspector Conduct.

- 2.1.2.1 In performing this job task, the actions of the inspectors are subject to the close scrutiny of airline employees and the general flying public. The inspector must be alert for leading questions from crewmembers and passengers regarding destinations, technical information, and other operators.

NOTE: Inspectors must comply with all regulatory requirements and approved operator procedures.

- 2.2. **CABIN EN ROUTE INSPECTION AREAS.** Three general areas have been identified for inspectors to observe and evaluate during cabin en route inspections. Each area should be considered to be of equal importance. The three inspection areas are as follows:

- 2.2.1. **Cabin (Interior).** The interior inspection area applies to the airworthiness of the aircraft cabin and the condition and availability of aircraft cabin emergency equipment and

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furnishings. Table 6-4, Cabin En Route Interior Inspection Reference Chart, lists these items and when they should be inspected. Although these items are not all inclusive, they represent the types of aircraft items that should be evaluated during the inspection.

2.2.2. **Crewmember.** The crewmember inspection area applies to F/As who perform assigned safety duties during the flight. Inspectors should evaluate such items as crewmember knowledge, ability, and proficiency by directly observing F/As performing their assigned safety duties and functions.

NOTE: F/A trainees who are receiving operating experience should not be evaluated on the same basis as the fully qualified crewmembers.

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2.2.3. **Flight Conduct.** The flight conduct inspection area relates to the specific phases of the flight that can be observed during the cabin en route inspection. This includes a wide range of items, including F/A and flight crewmember coordination of the performance of duties. These types of areas can often be observed before beginning a flight, at en route stops, or at the termination of a flight.

2.3. **PERFORMING THE CABIN EN ROUTE INSPECTION.** The attention of the F/As must not be diverted from assigned duties including passenger boarding, deplaning, and in-flight service. Surveillance of F/A awareness and the following of safety-related procedures should continue during the flight.

2.3.1. Interior Inspection.

2.3.1.1 This inspection should be performed without disturbing the boarding or deplaning of the passengers. Any discrepancies noted should be brought immediately to the attention of the lead F/A or the PIC.

2.3.1.2 Crewmembers should initially be briefed to continue their assigned duties as if the inspector were not present. The inspector should then request that a crewmember provide an F/A manual and be available for a discussion relating to the crewmember's duties, at the crewmember's earliest convenience.

2.3.1.3 Some operators require F/A's to accomplish a preflight inspection of at least some of the emergency and safety equipment in the cabin. In such a case, the inspector should observe the F/A inspecting the equipment and then perform an additional inspection of selected equipment.

NOTE: An inspector can determine whether the operator requires an F/A to conduct preflight by examining the F/A manual.

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2.3.1.4 When an F/A preflight equipment inspection is not required by the operator or has already been performed, the inspector should inspect the equipment. If there is not enough time to inspect the emergency equipment before the flight, the inspector may choose to inspect it after the flight.

2.3.1.5 Inspectors should avoid impeding the flow of passenger traffic or in any way interfering with crewmembers conducting their respective duties. Since passengers are naturally curious about an inspector's activities, it is recommended that reasonable passenger inquiries be answered in a brief, factual, and courteous manner.

2.3.2. **In-Flight Monitoring.** This phase of the inspection includes the activities associated with boarding, predeparture, in-flight, and landing. During this part of the inspection, the inspector will have the opportunity to do the following:

- Evaluate operator procedures;
- Determine adherence to company policy, IANR regulations, and safe operating practices; and
- Monitor passenger safety.

2.3.3. **Required Flight Attendants.** When regulations require F/A's for the operation of a flight, the number of F/A's required is based on the number of passenger seats and/or the emergency evacuation demonstration. The number of required F/A's for each make, model and series aircraft used by the operator is listed in the operator Operations Manual.

2.3.4. There must always be a full complement of F/As at originating and terminating points when passengers are on board.

2.3.5. Additional, nonrequired F/As may be used by the operator.

2.4. DEFERRED MAINTENANCE.

2.4.1. **Minimum Equipment List (MEL), Deferred Maintenance.** The operator's approved MEL allows the operator to continue a flight or series of flights with certain inoperative equipment. The continued operation must meet the requirements of the MEL deferral classification and the requirements for the equipment loss.

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2.4.2. **Other Deferred Maintenance.**

2.4.2.1 Operators frequently use a system to monitor items that have previously been inspected and found to be within serviceable limits. These items are still airworthy yet warrant repair at a later time or when items no longer meet serviceable limits. This method of deferral may require repetitive inspections to ensure the continuing airworthiness of the items. Examples of items that are commonly deferred in this manner are overhead storage bins, seatbelts, and interim airworthy repairs.

2.4.2.2 Passenger convenience item deferrals that are not safety-or airworthiness-related should be handled per the guidelines of the operator's program. This may include a cabin log. Passenger convenience items are sometimes referred to as Non-Essential Furnishing (NEF).

3. Reference Material, Forms & Job-Aids

3.1. References.

3.1.1. AP 1.1.011, Passenger Safety Information and Briefing Cards, latest edition;

3.1.2. Applicable CAAI guidance material; and

3.1.3. Operator's manual.

3.2. Job Aids.

3.2.1. OPSF 2.1.006A - Air Carrier Cabin En Route Inspection Job Aid

3.2.2. OPSF 2.1.006B - Cabin En Route Interior Inspection Reference Chart

4. Process

4.1. **Initiate the Cabin En Route Inspection.** En route inspection should be planed in the office work program.

4.2. **Prepare for the Inspection.** The inspector should prepare for the inspection.

4.3. **Coordinate With the Operator.** The inspections should be coordinate with the operator.

4.4. **Coordinate With the Crew.** Before boarding the aircraft or performing any inspection, the inspector should coordinate with the crew as follows:

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- Identify himself or herself to the captain and to the lead F/A as an CAAI inspector
- State the purpose of the inspection

4.5. **Perform the Interior Inspection.** The inspector should inspect the following, as applicable:

4.5.1. Cabin placarding, markings, and signs (for example, exits, “no smoking” signs, and emergency equipment), to ensure marking legibility and the correct location.

4.5.2. Fire extinguishers for the following:

- To verify the quantity and location, and
- To ensure that they are properly serviced, tagged, and stowed.

4.5.3. Portable oxygen bottles for the following:

- To verify the quantity and location;
- To ensure that they are properly serviced, tagged, and stowed; and
- To determine the condition of the mask, tubing, and connectors.

NOTE: There is no requirement that the mask/hose must be connected to the first aid oxygen bottles.

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- 4.5.4. Protective breathing equipment (PBE) for correct location, proper number of units, and proper stowage.
- 4.5.5. First aid kits and emergency medical kits for correct number, location, and stowage.
- 4.5.6. Megaphones for correct number, location, general condition, and proper stowage.
- 4.5.7. Overwater equipment as applicable.
- 4.5.8. Passenger briefing cards, to ensure the following:
- 4.5.8.1 That they are available for each passenger;
- 4.5.8.2 That they are appropriate to the aircraft; and
- 4.5.8.3 That they contain the required information, to include the following:
- Emergency exit location and operation;
 - Slide use and location;
 - Oxygen use;
 - Seat-belt use;
 - Flotation device use and location;
 - Appropriate pictorials for extended overwater operations, including ditching exits, life preservers, and life raft or slide raft in-flight location; and
 - Exit seating information.

NOTE: In IANR.OPS Chap. 12 operations, additional information concerning safety equipment may also be included, as required.

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4.5.9. Passenger seats, to ensure the following:

- That a reclined seat does not block emergency exits;
- That the seat cushions are intact;
- That the tray table latching mechanisms are operable;
- That the self-contained and removable ashtrays are in serviceable condition and are available when smoking is authorized;
- That each seat has a complete restraint system; and
- That seatbelts are operational and not frayed or twisted.

4.5.10. Passenger oxygen service units to ensure that they are closed and latched, without any extended red service indicators or pins.

4.5.11. F/A station, to ensure the following:

- That the seat retraction/restraint system is operational and is properly secured;
- That the seatbelts are operational and not frayed or twisted;
- That the seat cushions are intact;
- That the seat headrest is in the correct position;
- That the public address (PA) system and interphone are operable; and
- That aircraft-installed flashlight holders are indeed installed.

NOTE: Flashlights are not required to be in the holders; however, when they are, they must be charged and operable.

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4.5.12. Galleys, to ensure that the following items are operable:

- The latching mechanisms (primary and secondary),
- The tie-downs, and
- Other galley restraints.

4.5.13. Galleys, to ensure the following:

- That the hot liquid restraint system is operable;
- That the circuit breakers and water shut-off valves are accessible and properly identified;
- That the cover and lining of trash receptacles fit properly;
- That the non-skid floor is serviceable;
- That the girt bar is clean and serviceable;
- That the stationary cart tie-downs (mushrooms) are clean;
- That the galley carts are in serviceable condition and properly stowed; and
- That, if applicable, the lower lobe galley emergency cabin floor exits are passable and not covered by carpeting.

4.5.14. Galley personnel lift (if applicable) to ensure that it does not move up or down with the doors open and that the activation switches operate properly.

4.5.15. Lavatories, to ensure the following:

- That the placards are present and that the smoke alarm and ashtrays are present and operational;
- That the trash receptacle cover and lining fit properly;
- That the automatic fire extinguisher system is serviceable; and
- Stowage compartments, to ensure the following:
 - That the weight restriction placards are displayed;
 - That the restraints and secondary latching mechanisms are operable; and
 - That the compartments comply with stowage requirements for accessibility to emergency equipment.

4.5.16. Crew baggage, to ensure that it is properly stowed.

4.5.17. Emergency lighting system, to ensure that all emergency lighting, including the floor proximity escape path system, is in serviceable condition (for example, no light covers should be cracked or missing).

4.6. **Predeparture.** The inspector should perform the following during predeparture:

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- 4.6.1. Ensure that each F/A has an operable flashlight readily available and has the appropriate up-to-date parts of a manual accessible when performing assigned duties.
- 4.6.2. Ensure that any discrepancies noted during predeparture are addressed per the operator's manual.
- 4.6.3. Ensure that the required number of F/As are aboard.
- 4.6.4. Observe the F/A's and ground personnel coordinating and supervising the boarding of passengers and properly stowing carry-on baggage.

NOTE: Ensure that the passenger-loading door is not closed until a required crewmember verifies that each piece of carry-on baggage is properly stowed. Proper stowage includes ensuring that the overhead bins are closed. Items that cannot be stowed must be processed as checked baggage.
- 4.6.5. Ensure that items such as carry-on baggage and galley supplies do not cover or in any way interfere with aircraft emergency equipment in the overhead compartments.
- 4.6.6. Ensure that a required crewmember verifies that passengers seated at the emergency exit seats meet the regulatory requirements.

NOTE: At some time prior to takeoff, the F/A must brief the passengers seated in the emergency exit seats on the selection criteria and their willingness and ability to perform the functions, according to the operator's approved program.

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4.6.7. Ensure that all passengers are seated prior to any ground movements.

4.6.8. Ensure that the F/A's have sufficient time to take their assigned positions and to secure their restraint systems after giving the passenger briefing. Ensure that the F/A predeparture briefing is audible to all passengers and covers the following subjects:

4.6.8.1 Smoking: When, where, and under what conditions smoking is prohibited, including a statement that Israeli law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory.

4.6.8.2 Exit Locations: The preferred method is to physically point out exits.

4.6.8.3 Seat-belt Use: Instructions on how to fasten, unfasten, and adjust seatbelts.

4.6.8.4 Flotation Devices: Instructions on the location and use of required individual flotation devices.

4.6.8.5 Oxygen Use: Instructions on the location of and a demonstration on the use of the oxygen mask. For IANR.OPS. Chap. 12 and 13 operations, this briefing item must only be conducted when the flight will exceed 12,000 feet mean sea level (MSL). When this occurs, the briefing must be given prior to takeoff.

4.6.8.6 Extended Overwater Operations: Instructions on the location, donning, and use of life preservers, life rafts (or slide rafts) and other means of flotation including a demonstration of the methods of donning and inflating a life preserver.

NOTE: The method of donning and inflating infant life preservers is usually substantially different from the method used for an adult life preserver.

4.6.8.7 Special Passenger Briefings (when applicable): For persons who are handicapped or warrant some other special kind of attention, and for the individuals assisting them.

NOTE: Chapter 12 operators must include in their general briefing the location of survival equipment, when applicable, and the location and use of fire extinguishers.

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4.7. **Movement on the Surface.** During movement on the surface, the inspector should do the following:

4.7.1. Ensure that all F/A's remain seated during the taxi unless performing safety-related functions. Safety-related activities can include the following:

- Passenger preparedness,
- Baggage/cargo/galley stowage, and
- Exit readiness.

4.7.2. Ensure that each exit is closed and locked with the girt bars properly attached (if applicable).

4.7.3. Ensure that the following items or activities are accomplished prior to takeoff:

4.7.3.1 All stowage compartments are properly secured and latched.

4.7.3.2 The galley is prepared as follows:

- Loose items are secured, and
- All serving carts are properly restrained.

4.7.3.3 The cockpit door is closed in accordance with the operator's manual.

4.7.3.4 Passenger seatbelts are secured.

4.7.3.5 Any unoccupied F/A seat restraint is properly secured for takeoff.

4.7.3.6 Any other equipment is properly stowed and secured.

4.7.4. Ensure that crewmembers observe the sterile cockpit rules.

4.8. **In-Flight Operations.** During in-flight operations, the inspector should do the following:

4.8.1. Monitor the crewmembers' performance during in-flight operations, to ensure the following:

4.8.1.1 That during takeoff each F/A remains seated with restraint systems properly fastened.

4.8.1.2 That after takeoff, before or immediately after the seat-belt illumination is shut off, an announcement is made that passengers should keep their seatbelts fastened, even when the seat-belt sign is turned off.

4.8.2. Ensure that the following are accomplished, as applicable:

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- 4.8.2.1 Passenger compliance with seat-belt and “no smoking” signs.
- 4.8.2.2 Effective crew coordination for flightcrew and cabin crewmember communications—routine and/or emergency.
- 4.8.2.3 Turbulent air procedures are followed, including the proper restraint of serving carts, galley equipment, and compliance with instructions from the cockpit and coordination with flight crewmembers.
- 4.8.2.4 Crewmember handling of the passengers, to include the following:

- Intoxicated passengers (not serving alcoholic beverages to them),
- Abusive or disruptive passengers,
- Handicapped or ill passengers, and
- Passengers requiring special attention.

4.8.3. Ensure that crewmembers, during the approach and landing phases of flight, prepare the cabin for arrival by performing at least the following actions:

- 4.8.3.1 Ensuring that carry-on baggage is stowed and that all seat backs and tray tables are upright and stowed, respectively.
- 4.8.3.2 Removing all food, beverages, and galley service items from each passenger seat location.
- 4.8.3.3 Ensuring that all stowage compartments are latched and secured.
- 4.8.3.4 Ensuring that the galley is prepared as follows:
 - Loose items are secured, and
 - All serving carts are properly restrained.
- 4.8.3.5 Ensuring that the cockpit door is closed and locked in accordance with the operator’s manual.
- 4.8.3.6 Verifying that passenger seatbelts and shoulder harnesses, if installed, are secured.
- 4.8.3.7 Properly stowing and securing any other equipment.

4.8.4. Ensure that crewmembers observe sterile cockpit rules.

4.8.5. Ensure that crewmembers are seated in assigned seats before landing, with appropriate restraint systems fastened.

4.9. **Flight Arrival.** During flight arrival the inspector should do the following:

4.9.1. Ensure that after landing, the F/A’s prepare the aircraft for arrival by performing the following duties:

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- Before the captain has turned off the seat-belt sign, ensuring that passengers remain in their seats with seatbelts fastened; and
- Upon arrival at the gate and after the seat-belt sign has been turned off, preparing the exits for deplaning.

NOTE: The girt bar must stay engaged during movement on the surface.

4.9.2. Ensure that the appropriate complement of flight attendants remain on board the aircraft at en route stops (when passengers remain on board the aircraft to proceed to another destination).

4.10. Debrief the captain and lead F/A of any procedural problems or discrepancies/malfunctions noted during the flight.

5. Task Outcomes

5.1. **File Report.** The inspector should file a Finding Report Form.

5.2. **Results of Completion.** Completion of this task can result in either of the following:

- A satisfactory inspection, or
- The requirement for a followup inspection for a particular discrepancy.

5.3. **Document Task.** The inspector should file all supporting paperwork in the operator's sahedocs file.

5.4. FUTURE ACTIVITIES.

5.4.1. The inspector may schedule a followup inspection, as applicable.