



TECHNICAL GUIDANCE MATERIAL

CABIN EN-ROUTE INSPECTIONS

SUBJECT: GUIDANCE MATERIAL FOR CABIN EN-ROUTE INSPECTIONS

Effective Date: 05 APRIL 2017

Reference:

1. CAR 121.06.5 and 135.06.5 Safety and security inspections and audits.
2. CAR 121.07.39 and 135.07.34

1. OBJECTIVE.

This section provides guidance for conducting a cabin en route inspection to ensure that an operator's cabin and safety procedures adhere to the regulations and safe operating practices.

2. GENERAL.

Cabin en route inspections provide the CAA with information concerning operator procedures, and the condition and maintenance of aircraft emergency equipment and furnishings.

3. INSPECTOR QUALIFICATIONS.

- 3.1. Since Inspectors 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.
- 3.2. Each inspector must be familiar with the cabin en route inspection procedures before performing this task and must be authorized by the DCA.
- 3.3. Inspectors possess various degrees and types of expertise and experience. When additional information or guidance is needed, the inspector should co-ordinate with personnel experienced in that particular specialty.

4. INSPECTOR CONDUCT

- 4.1. 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.
- 4.2. Inspectors involved in cabin en route inspections will not enter the cockpit during the flight, unless requested by the captain or another crewmember, or unless emergency circumstances indicate that it would be the proper course of action.

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

5. CABIN EN ROUTE INSPECTION AREAS.

Two 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:

- a. **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 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.
- b. **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.

6. INITIATION AND PLANNING.

- 6.1. **Initiation.** This task is normally scheduled as part of the surveillance Program. Additional inspections can be initiated due to special requirements.

6.2. Planning.

- a. Inspectors conducting cabin en route inspections should make arrangements for the inspection as far in advance of the flight as possible. Inspectors who have not provided the operator with the appropriate advance notice should not insist on a seat if the flight is full. Operators should not attempt to displace the inspector in favor of a passenger when notification has been provided to an operator. However, bumping a revenue passenger should only be done when there is no acceptable, alternative means of accomplishing the inspection. Inspectors are expected to exercise sound judgment in these matters.
NOTE: Inspectors will not occupy the F/A jump seats. Only qualified crewmembers, as determined by the operator, are authorized to occupy these seats.
NOTE: Inspectors conducting a cabin en route inspection on operator must never displace a revenue passenger.
- b. When it is necessary to board a flight at an intermediate stop, the inspector will make every effort to advise the pilot in command (PIC), before boarding the flight, that a cabin en route inspection will be conducted.
- c. The inspector must conform to the operator's approved carry-on baggage program. If there is any concern that the inspector's carry-on baggage will exceed operator limitations, the baggage should be checked.

7. PERFORMING THE CABIN EN ROUTE INSPECTION.

The attention of the Flight Attendants (F/A) 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.

7.1. Interior Inspection.

- a. 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.

- b. Crewmembers should initially be briefed to continue their assigned duties as if the inspector were not present.
- c. 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.
- d. NOTE: An inspector can determine whether the operator requires an F/A to conduct preflight by examining the F/A manual.
- e. 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
- f. 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.

7.2. In-Flight Monitoring

This phase of the inspection includes the activities associated with boarding, pre-departure, 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, CAA regulations, and safe operating practices; and
- Monitor passenger safety.

8. DEFERRED MAINTENANCE

8.1. 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.

8.2. Other Deferred Maintenance

- a. 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
- b. 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.

9. COORDINATION REQUIREMENTS

This task requires coordination with the Flight operations inspectors and Cabin safety inspectors assigned to the operator and CAA Security.

10. PROCEDURES.

10.1. Initiate the Cabin En Route Inspection

The inspector should initiate the cabin en route inspection according to the surveillance program.

10.2. Prepare for the Inspection

The inspector should prepare for the inspection by contacting the operator to reserve the cockpit jump seat.

10.3. Coordinate With the Operator

The inspector should coordinate with the operator at least one hour prior to the flight. While coordinating, the inspector should do the following:

- a. Identify himself or herself to the operator representative, and state that he or she is performing a cabin en route inspection on a specific flight.
- b. Present CAA credentials, to the operator representative.
- c. Obtain applicable operator boarding authorization per the airline procedures.
- d. Request access to the aircraft as soon as practical (for example, after passengers have deplaned) to meet the flight and cabin crews and perform the interior pre-departure inspection, as time permits.
- e. If aircraft access is denied, the following steps should be taken by the inspector:
 - i. Explain to the operator representative of the regulation authorizing inspector access to aircraft;
 - ii. Request to see the appropriate supervisor or manager if the representative still refuses access;
 - iii. Make it very clear to the operator that the denial of access contradicts regulations and that enforcement action may be initiated; and
 - iv. Report the occurrence to the immediate manager upon return to the office, if access was not granted.

10.4. Coordinate With the Crew

Before boarding the aircraft or performing any inspection, the inspector should coordinate with the crew as follows:

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

10.5. Perform the Interior Inspection

The inspector should inspect the following, as applicable:

- a. Cabin placarding, markings, and signs (for example, exits, "no smoking" signs, and emergency equipment), to ensure marking legibility and the correct location.
- b. Fire extinguishers for the following:
 - i. To verify the quantity and location, and
 - ii. To ensure that they are properly serviced, tagged, and stowed.
- c. Portable oxygen bottles for the following:
 - i. To verify the quantity and location;
 - ii. To ensure that they are properly serviced, tagged, and stowed; and
 - iii. 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.
- d. Protective breathing equipment (PBE) for correct location, proper number of units, and proper stowage.
- e. First aid kits and emergency medical kits for correct number, location, and stowage.
- f. Megaphones for correct number, location, general condition, and proper stowage.
- g. Overwater equipment as applicable.
 - i. Passenger briefing cards, to ensure the following:
 - ii. That they are available for each passenger;
 - iii. That they are appropriate to the aircraft; and
 - iv. That they contain the required information, to include the following:

- 1) Emergency exit location and operation;
 - 2) Slide use and location;
 - 3) Oxygen use;
 - 4) Seat-belt use;
 - 5) Flotation device use and location;
 - 6) Appropriate pictorials for extended overwater operations, including ditching exits, life preservers, and life raft or slide raft in-flight location; and
 - 7) Exit seating information.
- h. Passenger seats, to ensure the following:
- i. That a reclined seat does not block emergency exits;
 - ii. That the seat cushions are intact;
 - iii. That the tray table latching mechanisms are operable;
 - iv. That the self-contained and removable ashtrays are in serviceable condition and are available when smoking is authorized;
 - v. That each seat has a complete restraint system; and
 - vi. That seatbelts are operational and not frayed or twisted.
- i. Passenger oxygen service units to ensure that they are closed and latched, without any extended red service indicators or pins.
- j. F/A station, to ensure the following:
- i. That the seat retraction/restraint system is operational and is properly secured;
 - ii. That the seatbelts are operational and not frayed or twisted;
 - iii. That the seat cushions are intact;
 - iv. That the seat headrest is in the correct position;
 - v. That the public address (PA) system and interphone are operable; and
 - vi. 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.
- k. Galleys, to ensure that the following items are operable:
- i. The latching mechanisms (primary and secondary),
 - ii. The tie-downs, and
 - iii. Other galley restraints.
- l. Galleys, to ensure the following:
- i. Weight limitation placards installed.
 - ii. That the hot liquid restraint system is operable;
 - iii. That the circuit breakers and water shut-off valves are accessible and properly identified;
 - iv. That the cover and lining of trash receptacles fit properly;
 - v. That the non-skid floor is serviceable;
 - vi. That the girt bar is clean and serviceable;
 - vii. That the stationary cart tie-downs (mushrooms) are clean;
 - viii. That the galley carts are in serviceable condition and properly stowed; and
 - ix. That, if applicable, the lower lobe galley emergency cabin floor exits are passable and not covered by carpeting.
- m. 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.
- n. Lavatories, to ensure the following:
- i. That the placards are present and that the smoke alarm and ashtrays are present and operational;
 - ii. That the trash receptacle cover and lining fit properly;
 - iii. That the automatic fire extinguisher system is serviceable; and
 - iv. Stowage compartments, to ensure the following:
 - v. That the weight restriction placards are displayed;

- vi. That the restraints and secondary latching mechanisms are operable; and
- vii. That the compartments comply with stowage requirements for accessibility to emergency equipment.
- o. Crew baggage, to ensure that it is properly stowed.
- p. 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).

10.6. Predeparture

The inspector should perform the following during predeparture:

- a. Ensure that any discrepancies noted during predeparture are addressed per the operator's manual.
- b. Observe the F/A's and ground personnel coordinating and supervising the boarding of passengers and properly stowing carry-on baggage.
- c. 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.
- d. Ensure that all passengers are seated prior to any ground movements.
- e. Ensure that the F/A predeparture briefing is audible to all passengers and covers the following subjects:
 - i. Smoking: When, where, and under what conditions smoking is prohibited, including a statement that federal law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory.
 - ii. Exit Locations: The preferred method is to physically point out exits.
 - iii. Seat-belt Use: Instructions on how to fasten, unfasten, and adjust seatbelts.
 - iv. Flotation Devices: Instructions on the location and use of required individual flotation devices.
 - v. Oxygen Use: Instructions on the location of and a demonstration on the use of the oxygen mask. 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. For part 121 operations, the briefing must be given prior to exceeding 25,000 feet MSL.
 - vi. 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.

- vii. 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: Operators must include in their general briefing the location of survival equipment, when applicable, and the location and use of fire extinguishers.

10.7. Movement on the Surface

During movement on the surface, the inspector should do the following:

- a. Ensure that all F/A's remain seated during the taxi unless performing safety-related functions. Safety-related activities can include the following:
 - i. Baggage/cargo/galley stowage, and
 - ii. Exit readiness.
- b. Ensure that the following items or activities are accomplished prior to takeoff:
 - i. All stowage compartments are properly secured and latched.
 - ii. The galley is prepared as follows:
 - Loose items are secured, and
 - All serving carts are properly restrained.
- c. The cockpit door is closed in accordance with the operator's manual.
- d. Passenger seatbelts are secured.

- e. Any unoccupied F/A seat restraint is properly secured for takeoff.
- f. Any other equipment is properly stowed and secured.
- g. Ensure that crewmembers observe the sterile cockpit rules.

10.8. In-Flight Operations

During in-flight operations, the inspector should do the following:

- a. Monitor 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.
- b. Ensure that the following are accomplished, as applicable:
 - i. Passenger compliance with seat-belt and "no smoking" signs.
 - ii. 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.
- c. Ensure that crewmembers, during the approach and landing phases of flight, prepare the cabin for arrival by performing at least the following actions:
 - i. Ensuring that carry-on baggage is stowed and that all seat backs and tray tables are upright and stowed, respectively.
 - ii. Ensuring that all stowage compartments are latched and secured.
 - iii. Ensuring that the galley is prepared as follows:
 - iv. Loose items are secured, and
 - v. All serving carts are properly restrained.
 - vi. Ensuring that the cockpit door is closed and locked in accordance with the operator's manual.
 - vii. Verifying that passenger seatbelts and shoulder harnesses, if installed, are secured.
 - viii. Properly stowing and securing any other equipment.
- d. Confirm that crewmembers observe sterile cockpit rules.
- e. Confirm that crewmembers are seated in assigned seats before landing, with appropriate restraint systems fastened.

10.9. Flight Arrival

During flight arrival the inspector should do the following:

- a. Verify that after landing, the F/A's prepare the aircraft for arrival by performing the following duties:
 - i. Before the captain has turned off the seat-belt sign, ensuring that passengers remain in their seats with seatbelts fastened; and
 - ii. Upon arrival at the gate and after the seat-belt sign has been turned off, preparing the exits for deplaning.
- b. verify 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).
- c. debrief the captain and lead F/A of any procedural problems or discrepancies/malfunctions noted during the flight.

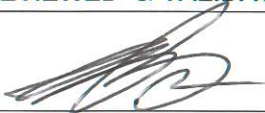

11. TASK OUTCOMES

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

- a. A satisfactory inspection, or
- b. The requirement for a follow-up inspection for a particular discrepancy.

11.2 **Document Task.** The inspector should file all supporting paperwork in the operator's CAA office file.

12. **FUTURE ACTIVITIES.** The Inspector may schedule a follow-up inspection, as applicable.

REVIEWED & VALIDATED BY:		
	ERIC MATABA	2017 -04- 11
SIGNATURE OF SENIOR MANAGER: FOD	NAME IN BLOCK LETTERS	DATE
APPROVED BY:		
	SIMON SEGWABE	11/04/2017
SIGNATURE OF EXECUTIVE: ASO	NAME IN BLOCK LETTERS	DATE

END