

NEWSLETTER

Quarterly Newsletter for Corporate Aviation, Pilots, Flight Attendants/Technicians & Flight Departments



COVER STORY

JUSTIFICATION OF THE FLIGHT ATTENDANT

We are often asked if there is research and data available to justify the flight attendants on corporate aircraft. Over the years we have collected many anecdotal stories, heard of some casual studies, talked first-hand to corporate flight attendants who faced inflight emergencies ... Therefore, we have formulated our position on this subject.

Per FAR Part 1 - Definition: "Crewmember" means a person assigned to perform a duty in an aircraft during flight time. While a flight attendant aboard the typical corporate jet is not a *required crewmember* ... They *do* perform *assigned duties* during flight time. Furthermore, it can be argued, if they are onboard the aircraft providing "service," assisting with bags, seating, coats, coffee, lunch, etc. It could certainly be assumed that they are there for a reason (in other words - "*assigned to perform those duties in an aircraft during flight time*"). These "assigned duties" also make the case for the legal and insurance term ... Liability of dispatch which basically refers to the assumptions made by the passengers, the government, the legal and the insurance communities, that the aircraft is operating meeting all Government requirements and industry standards which include but are not limited to: personnel qualifications, training, maintenance, flight planning and passenger handling. Therefore, if passengers support vendors, friends and the public assume a person aboard the aircraft is a crewmember and that person performs crewmember and/or assigned duties, then in the case of litigation, that person will most likely be interpreted as a crewmember. They will be required to produce documentation that the obligation of training had been met (regardless of being a *required* crewmember or not).

*If it ... Looks like a flight attendant ...
Acts like a flight attendant ...
Talks like a flight attendant ...
Then it probably is ... A CREWMEMBER!*

Under the current Federal Aviation Regulations for Parts 91 (private, corporate, not-for-hire) operations and Part 135 (charter/for-hire) operations using aircraft with 19 passenger seats or less ... There are no requirements for a third crewmember (flight attendant). Even so, the industry seems to be leaning towards utilizing a third crewmember in most cabin-class (Challenger, Falcon, Gulfstream, Global Express, Legacy) aircraft, primarily for safety but also for service. However, in addition to the regulations, several other issues of utilizing a third crewmember must be considered, e.g. Expense versus cost-savings, emotional costs, psychological costs, equipment /interior repair costs, time-savings and the two most important factors ... Safety and Comfort service. After all, isn't that what we're providing our passengers? Isn't time, convenience, service and safety *exactly* what we're "selling"?



Considerations:

We have hundreds of flight attendants attending emergency procedures training on a recurring basis. We know that job descriptions, responsibilities and annual pay vary widely. However, the common theme for both crewmembers AND flight departments are safety and professionalism!

Professionals work as a team to meet the needs of the company, the flight department and the passengers ... Safely and efficiently. These professionals are well trained as crewmembers. As per the guidelines set by FACTS® Training some 25 years ago and following the NBAA Management Guide (Flight Attendant Job Description 1.5.6 and Flight Technician Job Description 1.5.7), training subjects should include:

1.5.6. Flight Attendant

FAR Parts 91.533, 125.169 and 135.107 require the presence of a flight attendant (also known as a third crewmember) on any aircraft carrying more than 19 passengers. However, given the complexities and duties involved in order to operate with the utmost safety, some companies routinely utilize a flight attendant even with fewer than 19 passengers. Professional flight attendants should be trained and qualified in cabin safety and equipment specific to the aircraft as well as inflight medical emergencies.

A qualified flight attendant is fully trained under 14 CFR Part 91.1063 and 14 CFR Part 135 Subpart H and has successfully passed the testing requirements of 14 CFR Part 91.1067 and 14 CFR Subpart G. Training would include but not be limited to:

- Basic indoctrination, which covers all appropriate regulations and the related company's procedures for complying with those rules
- Initial aircraft training on all the aircraft to which a flight attendant will be assigned
- Emergency situations and drills, security, hazardous material, and drug and knowledge of alcohol program requirements

The flight attendant is the person who instructs and leads passengers to safety during any type of emergency (such as fire, decompression, medical problems, planned and unplanned land and water evacuations, and unwarranted evacuations). This crewmember is knowledgeable, trained and qualified on how to operate the aircraft emergency equipment and may perform sensitive safety functions.

Federal Aviation Regulations
"Dispatch Liability" factors
Review of regulations
Requirement for passenger safety briefings
Authority of PIC
Aircraft familiarization
APU shutdown/fire
How to use the radio in an emergency
Galley equipment
Cabin amenities
Controls for audio, video, lighting, heating and cooling
Types of emergencies
Location and use of emergency equipment
Fire and smoke procedures

Inflight medical procedures/CPR/AED/BBP
Decompression procedures and Hypoxia awareness
Evacuation procedures: land and water
Human factors
Crew resource management
Cabin-cockpit communications
Passenger handling and confidentiality
Passenger manifests
Protocol and etiquette
Security
Food handling safety
FBO's and review of international procedures
Aviation terminology
Hazardous materials and dangerous goods
Aircraft surface contamination

In conjunction with the standard training curriculum described in the Flight Operations section of NBAA's guide, it is recommended that the third crewmember be scheduled under the same flight, duty and rest limitations as the flight deck crew.

A related function with lesser duties than that of the flight attendant is the service-oriented crewmember also referred to as a cabin aide, cabin attendant or CSR. This position:

- Provides good customer service to passengers
- Plans menus and orders catering
- Has a limited knowledge of securing the galley

The service-oriented crewmember is only trained on a limited scope of safety functions, so this crewmember is not the person who would provide aid and leadership to passengers in an emergency situation, in the way that a flight attendant would. This distinction needs to be made for passengers by the Pilot In Command (per SAFO Alert 08010).

In a casual, year-long study done by one of our contract FACTS® Trainers who worked as a flight attendant ... He found that over a year's time, he saved the flight department well over 100% of his salary in catering/food savings and in cabin equipment maintenance and repair. The food savings did include some self-catering and prep work but also included less waste and more control over catering costs.

Additionally, we hear about many incidents when passengers have flooded the lavatory, clogged the galley drains, spilled beverages, burned items in the oven and misused the audio/video, galley and safety equipment. These incidents can be very costly; moreover, this "breakage" is not only a budget issue but without a trained flight attendant it can be a significant safety issue.

Consideration also must be given to emotional and psychological expenses. For example, what is the cost of having one of the pilots leave the flight deck, or step out of their professional comfort zone, to attend to cabin or service issues (which they are NOT normally comfortable with)? This is usually not an ego issue ... It's merely a *professional* issue. While it is done ... Leaving the flight deck for service and assistance reasons that are not part of the "safety of flight" and which are not part of the typical pilot's self image, can be emotionally and psychologically expensive to the team and technically is not allowed per the regulations.

(FAR 91.105, Flight crewmembers at stations, "During takeoff and landing, and while enroute, each required flight crewmember shall- a) Be at the crewmember station unless the absence is necessary to perform duties with the operation of the aircraft or in connection with physiological needs; and 2) Keep the safety belt fastened while at crewmember station ...")

Another important issue is "time"! After all ... Isn't time-savings one of the main reasons corporations have flight operations? What are the costs, both in financial terms and in man-hours, of not having a third crewmember to share the crew duties?

Without a third crewmember it will be a duty of the flight crew to not only perform their flight duties but also perform many required, but unseen tasks to accomplish each mission. To realize the importance of all the crew duties, one must consider "when" a flight starts. For many third crewmembers, pre-flight planning, purchasing and preparation for a "simple" domestic flight can actually begin far ahead of time. This can include checking the passenger load, passenger medical issues, meal preferences, menu planning, ordering catering, prepping parts of the menu, preparing and stocking the aircraft, checking the passenger convenience equipment, pre-flight checks of the emergency equipment, detailing, coordinating the "overnights," working with Dispatchers, meeting with the flight crew, and much more! All before the passengers step foot on the aircraft. In considering the value of the third crewmember ... Consider the extra work load flying without a flight attendant can add to the *required* flight crew's already busy duties. With the human factors involved, these added tasks can even distract from the pilot's focus on their real job ... *safety of flight*.

Ninety percent of what the passenger sees is service related. Only ten percent safety. However, in reality it is just the opposite. Even though the third crewmember (flight attendant) is many times perceived as *just* a service person, safety was the FAA's original intent and purpose when this crew position was included in the regulations. The third crewmember is aboard for both passenger and crew safety!

Again, at FACTS® Training, we hear many classroom stories and we see NTSB accident reports where the third crewmember made a difference between substantial loss (life and property) ... acted to remedy a potentially disastrous situation ... and saved the flight department money and time!

Examples:

LANDING - aircraft landed 1200+ meters short of the runway ... In the water. The Flight Attendant (with a fractured arm), was instrumental in getting the crew and the two charter passengers out of the aircraft.

LANDING - aircraft runway overrun - icy conditions - after going through a fence, crossing a busy street, coming to a stop in a parking lot ... The third crewmember assisted with the evacuation and controlled the bystanders to maintain a safe distance around the aircraft until rescuers arrived.

INFLIGHT - flight attendant smelled "something hot" in the galley area. Pulled circuit breakers and informed the pilots. Problem found to be a hot cup unit overheating when in the "off" mode.

INFLIGHT - Flight Attendant noticed the lead passenger acting somewhat unusual ... Crewmember kept watch and witnessed passenger having short lapses of consciousness and informed the pilots. The FA provided oxygen and contacted ACCESS™ Assistance where she discussed the passenger's condition with the ACCESS™ Physician and provided inflight medical care until patient could be treated by Paramedics on the ground.

INFLIGHT - Flight Attendant witnessed the long passenger choking during the meal service. Assessed the the situation, performed the Heimlich Maneuver to resolve the passenger's airway blockage.

INFLIGHT - Flight Attendant smelled a "hot wire smell" and informed the pilots. They checked the flight deck board and found nothing unusual, no circuit breakers were popped and confirmed they smelled nothing. She insisted and began shuffling her feet (stocking footed) slowly through the cabin and found a hot spot on the floor. They made an unscheduled landing and found a wire bundle under the flooring ready to spike.

INFLIGHT - Flight Attendant did a full cabin prep (over water) due to smoke in the baggage area (featured in the AirCare Crews Newsletter - Spring 2010 Issue).

The list of similar events goes on and on. In most cases, had there not been a trained third crewmember *in the cabin* there would have been more damage than there was (fire, breakage, passenger incapacitation, etc) and a much greater potential for loss of life.

In summary, despite the ongoing studies of cost savings benefits of having a flight attendant aboard, we can only offer our professional opinion based on nearly 25 years in the aviation industry and some just plain ol' common sense ...

Third crewmembers fill an important and cost effective position in a flight department's mission to provide safe and efficient transportation. ■

P R E S S R E L E A S E : ACCESS™ Assistance Supports Tempus Diagnostic Unit



ACCESS™ Assistance is pleased to continue its efforts in supporting our clients' needs. We are now able to provide full communications support through the Tempus diagnostic assessment tool with direct access to our Physicians at GWU. If you have purchased or are considering purchasing the Tempus unit, ACCESS™ Assistance is here to continue to support your departments needs. A custom medical program, diagnostic tools and training is critical for the best outcome of any medical event.

Please contact Janice Sturgeon at ACCESS™ Assistance to discuss what type of program and equipment will work best for your flight department.

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