

## SAFETY

### NBAA Webinar Advises Teaching Passengers Cabin Safety Early and Often

March 23, 2012

In a March 21 NBAA webinar titled “Educating the Client Enhances Cabin Safety,” five prominent cabin-safety experts shared numerous tips designed to ensure that passengers are prepared for in-flight emergencies.



The Cabin Safety webinar was moderated by NBAA Flight Attendant Committee Chair Mary Ann Fash of the Boeing Company, and the entire recorded session is available to NBAA Members.

Panelist Amy K. Nelson of ConocoPhillips and Safety and Training Chair for the NBAA Flight Attendant Committee, observed that cabin safety considerations should be part of buying a new aircraft, but that often an owner or passenger’s first brush with cabin safety isn’t until the first flight, “and that’s just the regular briefing, such as location and operation of the emergency exits.”

Nelson said it is important for instructors to impart the ‘why’ of safety actions, such as explaining why blocking emergency exits could be disastrous. Nelson added that flight crews are ultimately responsible for setting passenger safety expectations.

***“We’re covering this information not to strike fear in crew or passengers,” said Scott Arnold, Aircare FACTS Training program development manager/trainer, “but aircraft incidents or accidents average three per day worldwide, and 80 percent of those are survivable.”***

***Arnold urged crews to make sure passengers understand what to do if the crew is incapacitated. “Now what do I do?” he asked, mimicking passengers. “Where are those exits again? How do they open? Are there secondary exits?” He said in such situations the passengers may become the third crewmember, and the crew could prevent much confusion and stress with a passenger ‘reality check’. “Have a plan,” he advised cabin and flight crews.***

Advice for survival after landing in water was presented by Louisa Fisher, a program manager at FlightSafety International, who analyzed two watery business airplane accidents. Using the ‘immediate response’ feature of NBAA’s webinar software, she found that 65 percent of webinar attendees carried a life raft on every flight.

She reviewed life raft options and noted that the FAA’s TSO C-70 for life rafts includes a requirement for withstanding salt water for at least 15 days.

Support for all presenters was provided by Jeff Hare of J. Hare Safety and Survival Systems, who reviewed the 2006 Learjet crash Groton, CT, focusing on how passengers were prepared.

“The passengers had traveled on the accident aircraft on several past occasions and were familiar with the safety equipment,” Hare said, noting that the Learjet came to rest underwater and upside down. “Although neither the captain nor first officer survived, one of the passengers was able to...locate the entry door in the dark and open the (upside-down) door, then return to help his fellow passengers out of the aircraft.”

During the Q&A session that followed the formal presentations, Fash suggested ways to teach cabin safety to executives without scheduling separate, time-consuming questions. “For instance, you might ask them to practice opening the cabin door on landing, rather than you doing it.” The group challenged webinar participants to review their own cabin safety programs, focusing on ongoing personal safety education for their passengers.

<http://www.nbaa.org/ops/safety/20111323-cabin-safety-webinar.php>

