

Crew Debrief 5I312

Howard,

Listed below are the responses to your questions regarding the actions of Flight 292's Cabin Crew. If you have any questions, please don't hesitate to contact Craig Hoskins at [REDACTED]

1. **Did the cabin crew turn off the entertainment system during the emergency briefs?**

When an emergency brief was made, the Lead Flight Attendant placed the IFE master switch in a "Standby Mode", which mutes the audio sound and disables the visual picture. In addition, the IFE system was disabled entirely during approximately the last 50 minutes of the flight.

How about when they briefed the passengers individually?
Yes, during the emergency exit row briefings.

2. **Did the emergency briefing include?**

The briefing was conducted in accordance with the Flight Attendant Manual (copy will be sent separately). In addition, the customers seated in the emergency exit row were personally briefed using the emergency card located in the exit rows.

- a. **Brace position**

Yes

- b. **When to brace**

Yes

- c. **Door location**

Yes

- d. **Did they relocate passengers at the emergency exits?**

Yes, and removed all personal belongings from underneath the seats of the emergency exit rows.

- e. **Did they brief these passengers on door operation and when to initiate evacuation?**

Yes

3. **What is Jet Blues policy concerning electronic devices?**

Personal electronic devices are not authorized below 10,000 ft MSL. (However, customers were allowed to briefly use their cell phones at 6,000 feet to make a phone call to a family member.) Personal electronic devices were stowed along with other personal belongings for the landing.

4. Prior to the landing, did they make an announcement concerning electronic devices?

Yes.

5. Did they get cooperation from the passengers?

Yes.

6. If the event had happened more rapidly, would they have taken the same actions?

Immediately after takeoff from Burbank, the Inflight crew sensed something was out of the ordinary. The InFlight Crew stated at the interview that they believed something was wrong because the cabin chimes were going off/on and the emergency exit lights extinguished and then illuminated permanently. The InFlight Crew immediately referenced their Flight Attendant Manuals and waited for information from the flight deck. They began preparations for an immediate response.

7. What services did the crew provide passengers during the event? (There was a report on the news that a passenger stated that there was unlimited, open bar service. Was this the case?)

The Inflight Crew provided extra pillows for a father that had an infant traveling with him to assist the baby's brace position. The customers were allowed to use the lavatories, provided water/non-alcoholic beverages if requested, and provided pillows and blankets. At no time was alcohol served to the customers.

8. Did any passengers look like they were going to initiate evacuation on their own?

No. The customers followed the "Brace" commands provided by the InFlight Crew.

If so, did they try to take carry-on items with them?

N/A

9. Who ordered the airstairs for the deplanement? That is, did the captain ask for them, or were they offered? It appeared that there were at least two sets: one looked like ARFF stairs, and were not used; and one set that looked like they belonged to an airline and were used.

The Inflight Crew stated the air-stairs were provided and not sure who ordered them. They were only aware of one set that was used on the L1 door.