

5-35 TURBULENCE

5-35.1 General

- A. Turbulence can happen without warning. For this reason, FAs must keep the cabin neat and secure at all times during flight so that unsecured obstacles do not cause harm to passengers. Magazines and papers should be removed from the cabin floor. Keep the aisle clear of any debris or baggage.
- B. FAs should keep the flight deck crew informed of the severity of turbulence in the cabin and request that the seat belt signs be illuminated if need be.

5-35.2 Classification of Turbulence

Classification of Turbulence	
Classification	Description
Light	<ul style="list-style-type: none">• Slight erratic changes in altitude and/or attitude.• Passengers may feel a slight strain against seatbelts and unsecured objects may be displaced slightly.• Normal flight occurrence.
Moderate	<ul style="list-style-type: none">• Changes in altitude and/or attitude occur but the aircraft remains in positive control at all times.• Passengers will feel a definite strain against seatbelts and unsecured objects will be dislodged.• Uncomfortable and would make service difficult and unsafe.
Severe	<ul style="list-style-type: none">• Large, abrupt changes in altitude and/or attitude.• Passengers are forced against seatbelts and unsecured objects are dislodged.• Severe turbulence can cause loss of aircraft control. Injuries and cabin damage may occur.• In extreme turbulence, aircraft is violently tossed about and is practically impossible to control. Structural damage may be caused.

5-35.3 Turbulence Avoidance

- A. CPS policy is to avoid flight in moderate turbulence during cruise phase of flight and avoid flight in moderate/occasional severe turbulence or greater during all phases of flight.
- B. Crewmember actions for unexpected turbulence encounters are listed in the table below.

Turbulence			
Type	Conditions	Flight Crew Response	FA Response
Light	<ul style="list-style-type: none"> • Coffee shakes but does not splash out of cup. • Carts still maneuverable 	<ul style="list-style-type: none"> • Ensure seat belt sign is "ON." • Via the interphone, advise FA-A of type of turbulence and expected duration of turbulence. • Make PA emphasizing the need for passengers to be seated. 	<ul style="list-style-type: none"> • Service may need to be modified or discontinued depending on intensity and duration of turbulence. • Monitor compliance with seat belt sign by visually checking passengers are seated with belts fastened. • FAs may need to secure themselves in jumpseat.
Light or Occasional Moderate	<ul style="list-style-type: none"> • Coffee occasionally splashes out of cup. • Carts are occasionally difficult to maneuver. 	<ul style="list-style-type: none"> • Ensure seat belt sign is "ON." • Via the interphone, advise FA-A of type of turbulence and expected duration of turbulence. 	<ul style="list-style-type: none"> • Stop all service. • Stow all carts and galley equipment, time and conditions permitting. • FAs secure themselves in jumpseat as soon as possible using seat belt and shoulder harness (take nearest passenger seat if necessary). • FA-A: <ul style="list-style-type: none"> - Calls other FA to ensure FA-B and the passengers are seated. - Communicates with flight deck on cabin conditions as required.
Moderate	<ul style="list-style-type: none"> • Coffee consistently splashes out of cup. • Carts are difficult to maneuver. 	<ul style="list-style-type: none"> • Make PA emphasizing the need for passengers and FAs to be seated and service to be discontinued. • Communicate with FA-A as required. 	

Turbulence			
Type	Conditions	Flight Crew Response	FA Response
Moderate or Occasional Severe	<ul style="list-style-type: none"> Items occasionally fall over or lift off surfaces. Standing is sometimes difficult or impossible without holding on to a part of the aircraft. 	<ul style="list-style-type: none"> Ensure seat belt sign "ON." When Operationally Safe to Do So: <ul style="list-style-type: none"> Make PA stating "FAs and passengers be seated immediately and fasten all seat belts." 	<ul style="list-style-type: none"> Stop all service and leave carts with brakes engaged until turbulence is reduced. FAs secure themselves in nearest available seats. If in jumpseat, use seat belt and shoulder harness. When safe to do so: <ul style="list-style-type: none"> Stow all carts and galley equipment.
Severe	<ul style="list-style-type: none"> Items fall over or lift from surfaces with consistency. Standing is impossible without holding on to a part of the aircraft. 	<ul style="list-style-type: none"> After conditions subside, make PA to inform FAs and passengers. Communicate with FA-A as required. 	<ul style="list-style-type: none"> FA-A calls other FA to ensure FA-B and the passengers are seated. Check for injuries or damage. FA-A will notify flight deck when all secure. FA-A communicates with flight deck on cabin conditions as required.