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**NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C.**

ATTACHMENT 6

INFLIGHT SERVICE ONBOARD MANUAL (OBM) EXCERPTS

Pages 15

EXCERPTS FROM RELEVANT SECTIONS OF THE DELTA AIR LINES IN-FLIGHT SERVICE ONBOARD MANUAL (OBM), REV 01 MAR 15

Unanticipated Emergencies

In an Unanticipated Emergency, there is no time for preparation. It usually occurs during taxi, takeoff, or landing with little warning.

To respond to an unanticipated emergency:

1. Go immediately to jumpseats and secure for landing.
2. Shout, "BEND OVER! STAY DOWN!"
3. Follow instructions in "To evacuate aircraft" earlier in this section.
4. If a forced landing appears imminent and there is not adequate time to speak with flight deck crew, the Captain will announce, "BRACE FOR LANDING."

To evacuate at gate:

1. Coordinate with flight deck crew, if they are on board.
2. Turn on emergency lighting.
3. Evacuate aircraft immediately upon command from flight deck crew. Use good judgment to determine "no doubt, get out" situation. Shout, "COME THIS WAY! LEAVE EVERYTHING!"
4. Use boarding door to jetbridge as primary exit, if conditions permit. Send ABP to notify terminal personnel immediately. Use additional exits as necessary.
5. If you must evacuate onto ramp, assess conditions outside aircraft watching for vehicles that may interfere with evacuation. Arm exits for which you will need a slide.
6. Move away from aircraft following evacuation. Be careful of moving aircraft or ramp vehicles. Enlist assistance of other company or ramp personnel. Gather passengers together in terminal and see to their needs.

Yellow Emergencies

A Yellow Emergency exists when the Captain anticipates:

- The landing will be successful and will not cause injury to passengers and/or damage to aircraft.
- An emergency landing is not anticipated or the emergency evacuation decision will be made after landing.
- Aircraft rescue and fire fighting equipment may be required.

The flight deck crew will inform the Purser/FL of the Yellow Emergency.

To respond to a Yellow Emergency:

Purser/FL

1. Obtain information from Captain and discuss any special instructions.
2. Brief cabin crew.
3. Brief passengers (if directed by Captain).

All FAs

1. Modify service if necessary.
2. Evacuation is **NOT** anticipated; however, be ready to prepare the cabin and passengers for an evacuation if advised by the flight deck crew.
3. Review *Evacuation Preparation Checklist*.
4. Review departure report to identify all special assistance passengers.
5. Visually reassess exit seat passengers.
6. Perform mental review.
7. Keep flight deck crew informed of cabin conditions.
8. Be prepared for changing circumstances which may require an evacuation after landing.

Red Emergencies

A Red Emergency exists when the Captain anticipates:

- The landing may cause injury to passengers and/or damage to aircraft.
- An emergency evacuation is probable.
- Aircraft rescue and fire fighting equipment is required.

When the Captain declares a Red Emergency, the flight attendants will:

- Prepare the cabin for an emergency landing/ditching evacuation.
- Instruct the passengers to brace for landing.
- Anticipate an evacuation after landing.

Flight deck crew will notify cabin crew of the Red Emergency.

To evacuate aircraft:

1. Wait until aircraft comes to a complete stop.

NOTE: If at any time flight deck crew announces, "THIS IS THE CAPTAIN, REMAIN SEATED WITH YOUR SEAT BELT FASTENED," do not evacuate. Shout, "STAY SEATED! SIT DOWN! STAY CALM!" and await instructions.

2. Listen for "EASY VICTOR" repeated 3 times from flight deck crew.

3. At onset of "Easy Victor," get out of your jumpseat while shouting "STAY SEATED," assessing conditions inside and outside your assigned exit, and turning on emergency lighting (if applicable).

4. Begin evacuation when you hear, "THIS IS THE CAPTAIN. EVACUATE! EVACUATE!" from the flight deck crew.

NOTE: If an engine fire or other conditions make certain exits unusable, flight deck crew will state the direction of egress. (e.g., "This is the Captain. Right side. Right side. Evacuate! Evacuate!" or "This is the Captain. Right side. Right side. Tailcone. Tailcone. Evacuate! Evacuate!")

OR

Conditions are life threatening ("no doubt, get out").

• Shout "RELEASE SEAT BELTS! LEAVE EVERYTHING!"

NOTE: If there is no immediate danger after 30 seconds, do not evacuate; Purser/FL contacts flight deck crew and advises FAs.

5. If it is safe to open your exit:

- Open exit in emergency mode. (See **Emergency Operation** in each aircraft section.)
- When slide is fully inflated or exit is ready to access, hold assist handle and shout, "COME THIS WAY! LEAVE EVERYTHING!" and evacuate passengers in your immediate area.

If it is not safe to open your exit or exit is inoperable:

- Redirect passengers to alternate exits.
- Use commands: "BAD EXIT," and "GO ACROSS," "GO FORWARD," or "GO BACK."

To evacuate aircraft: (Continued)

If you have dual exit responsibility:

- Operate first exit according to step 5.
- Once exit is prepared and evacuation begins, position ABP at exit to continue evacuation. Instruct ABP to:
 - Hold assist handle
 - Shout, “come this way, leave everything,” to direct people off aircraft (add exit-specific/situational commands, as needed).
- Immediately go to second exit and repeat step 5. (Use directional commands, as needed.)
- Conduct evacuation at second exit until it is unnecessary or unsafe for you to remain.

6. As passengers evacuate: Use exit-specific and appropriate situational commands, as needed. See Evacuation Commands later in this section.

7. If you are evacuating passengers from a smoke-filled cabin: Use commands: “STAY LOW,” “COME TO MY VOICE,” and “FOLLOW THE LIGHTS.”


8. Take needed supplies off aircraft (e.g., ELT, First Aid Kit, megaphone, flashlight, Survival Kit, OBM).

9. Gather all passengers together a safe distance from aircraft (beyond rescue vehicles), off any paved surface, out of range of possible fire or explosion.

10. Count passengers and crew.

11. Administer necessary first aid.

12. Prevent passengers from returning to aircraft or smoking.

 After any evacuation, gather crew to debrief in private.

FA Duties and Responsibilities

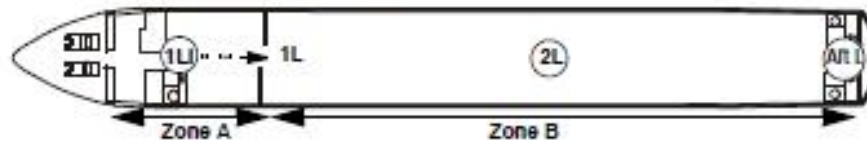
FA Position (min. crew shaded)	Exit (arm/disarm, emergency opening)	Emergency Cabin Preparation	Preflight Check	Exit Seat Briefing	Cabin Check (Departure/Descent)	Post Flight Duties
1Li Pursuer/ FL (inboard)	1L*/1R	PA & Assist Zone A; 1L*/1R ABPs	1Li station, Fwd Lav, emer equip 1L*/1R/ Zone A (L*/R)	—	Zone A	Fwd Lav
2L	2L	Zone A/ Fwd Zone B*; 2L/Window exit ABPs	2L station, emer equip 2L/ Zone B (L)	2L & Window exits	Fwd Zone B	—
Aft L	Tailcone door (prep. for dep/arr)	Mid/Aft Zone B; Tailcone ABPs	Aft L station, Aft Lavs, emer equip Zone B (R)	—	Aft Zone B	Aft Lavs /Door Safety
1L (outboard)	1L	Fwd Zone B; 1L ABPs	1L station, emer equip 1L, Zone A (L)	—	Zone A	—
Aft R	—	Assist 2L	Aft R	—	Zone B	—

*Double coverage of duties is relieved when 1L is added.

Demo Positions

- Safety Demo no video: (PA from aft)

NOTE: 1Li travels until 1L added.



- Evacuation Preparation Demo: (PA from front)

NOTE: 2L travels until 1L added.



Exit and Escape Slide Operation

Total MD-88/90 Cabin Exits: 8

- Cabin Doors: 3
- Window Exits: 4
- Tailcone Exit

Remember the following concerning MD-88/90 door exits:

- Doors open inward, then swing outward. They do not have power-assist.
- Doors are equipped with single-lane slides. When armed door is opened, slide pack pulls out of slide bustle and inflates automatically.
- Slides at 1L/1R and 2L may be used as flotation devices.

Normal Operation

To open MD-88/90 cabin doors:

1. STOP, THINK, and LOCATE -- Verify door is disarmed.
2. Rotate door handle in direction of arrow.
3. Push door outward until it locks against fuselage.



If no jetbridge is in place, attach barrier strap (if installed) to retaining hook mounted within door frame. FA should monitor door so that no passenger falls out.

To close MD-88/90 cabin doors:

1. Ensure barrier strap is stowed and girt bar attachments are free from debris or ice accumulation.
2. Pull gust lock to release door from fuselage.
3. Pull door in.
4. Rotate door handle to close and seal door.

Arming

To arm MD-88/90 cabin doors:

1. STOP, THINK, and LOCATE girt bar.
2. Remove girt bar from door fittings.
3. Insert girt bar into floor fittings.
4. Verify door is armed:
 - Girt bar secure in floor fittings.

Disarming

To disarm MD-88/90 cabin doors:

1. STOP, THINK, and LOCATE girt bar.
2. Remove girt bar from floor fittings.
3. Attach girt bar to door fittings.
4. Verify door is disarmed:
 - Girt bar secure in door fittings.



- To prevent inadvertent slide deployments resulting from “girt bar snags,” it is imperative to ensure girt bar is **firmly** secure in door fittings.
- Use EFM to document girt bar fittings (brackets) that are damaged or otherwise hard to operate.

Emergency Operation

To open MD-88/90 cabin doors in an emergency:

1. Assess conditions and verify door is armed (redirect if necessary).
2. Rotate door handle fully in direction of arrow and push.
3. Hold assist handle while applying continuous pressure on door until it locks against fuselage.
4. Pull manual inflation handle at girt bar while holding assist handle or another sturdy part of aircraft.

Window Exits

Remember the following concerning MD-88/90 window exits:
• Window exits open inward.
• Seat back recline is restricted on seats forward of window exits.
• On MD-88 equipped with remote rafts, escape ropes are available in overhead bins adjacent to aft window exits for use in an evacuation.

To open MD-88/90 window exits:
1. Assess conditions (redirect if necessary).
2. Facing aft, grasp top handle with one hand and lower handle with the other.
3. Pull top handle in.
4. Tilt and lift window in.
5. Stow window on adjacent seats.

Tailcone Exit

An exit is built into the tailcone of the MD-88/90 fuselage for use in emergency evacuations.

Tailcone Exit	<ul style="list-style-type: none"> • Tailcone exit has a catwalk, interior tailcone release handle, and an evacuation slide. • Tailcone exit is equipped with a door with barrier strap. Barrier strap should be attached for takeoff and landing. • When door is opened with upper handle, tailcone will jettison, triggering slide's automatic inflation. • A tailcone door decal located above the door indicates if upper handle has been rotated by mistake. Notify Captain if decal is punctured.
Tailcone Release Handle	Interior aft tailcone release handle (see diagram in section 7.3, 717). <ul style="list-style-type: none"> • Access handle at end of catwalk, aircraft left.
	Exterior tailcone release handle <ul style="list-style-type: none"> • Access handle from outside aircraft on ground, forward of tailcone, aircraft left.

Normal Operation

To open tailcone door:
1. STOP, THINK, and LOCATE -- Verify door is prepared for arrival.
2. Rotate lower door handle in direction of arrow.
3. Open door inward and secure to wall with upper restraint bar.

To close tailcone door:
1. Unlatch and close door.
2. Rotate lower door handle to close and seal door.

Prepare for Departure

To prepare tailcone door for departure:

1. STOP, THINK, and LOCATE center headrest panel.
2. Place red strap in vertical position and attach it to Velcro on door.
3. Lower and latch center headrest panel.
4. Verify door is ready for departure:
 - Headrest panel is down and latched.
 - Upper handle is visible/accessible.
 - Red strap is in vertical position.
 - Decal is not punctured.

Prepare for Arrival

To prepare tailcone door for arrival:

1. STOP, THINK, and LOCATE center headrest panel.
2. Raise and latch center headrest panel.
3. Place red strap horizontally across top of headrest panel and attach to Velcro on opposite side of door.
4. Verify door is ready for arrival:
 - Headrest panel is up and latched.
 - Lower handle is visible/accessible.
 - Red strap is placed horizontally across top of headrest panel.
 - Decal is not punctured.

Tailcone Emergency Operation

To open tailcone door in an emergency:	
1. Grab flashlight, assess conditions, and verify door is prepared for departure (redirect if necessary).	
2. Remove cover and rotate upper door handle in direction of arrow.	
3. Open door inward and secure to wall with upper restraint bar. <i>NOTE:</i> If catwalk fails to lower, reach up and pull it down into place.	
Tailcone jettisons	Tailcone fails to jettison
4. Stay low and proceed to end of catwalk shouting, "Stay back!"	Redirect passengers to other exits.
5. Verify slide is fully inflated and usable. Colored iridescent indicators at top left/right of slide signify slide has inflated. <i>NOTE:</i> If slide fails to deploy, lift slide cover handle up, over, and out and pull manual inflation handle.	If unable to use other exits, use aft tailcone release handle. Follow procedure To activate interior aft tailcone release handle on next page.
6. Secure self on platform at end of catwalk, opposite aft tailcone release handle, and conduct evacuation. <i>NOTE:</i> Instruct first passenger to "Release the strap."	
7. Shout commands: "Come this way! Leave everything! Stay low!"	



Do not use tailcone exit during a ditching. Redirect passengers forward.

To activate interior aft tailcone release handle:	
1. Shout "Stay back!" Stay low and proceed aft on catwalk until feet hit slide pack.	
2. Pull aft tailcone release handle. This releases tailcone and triggers slide inflation.	
Tailcone jettisons	Tailcone fails to jettison
3. Verify slide is fully inflated and usable. Colored iridescent indicators at top left/right of slide signify slide has inflated. <i>NOTE: If slide fails to deploy, lift slide cover handle up, over, and out and pull manual inflation handle.</i>	Return to cabin and redirect passengers to another exit.
4. Secure self on platform at end of catwalk, opposite aft tailcone release handle, and conduct evacuation. <i>NOTE: Instruct first passenger to "Release the strap!"</i>	
5. Shout commands: "Come this way! Leave everything! Stay low!"	

Aft Stairs

MD-88/90 have aft stairs that are used at certain stations for boarding and deplaning passengers. ACS personnel are responsible to operate aft stairs from outside aircraft.

To deplane passengers using aft stairs:
1. During taxi, Captain advises Purser/FL aft stairs will be used for deplaning.
2. After arrival, Purser/FL makes PA to inform passengers that they may deplane using boarding door or aft stairs.
3. ACS personnel lower aft stairs, open aft door, and stand at bottom of stairs as passengers deplane.
4. Once all passengers have deplaned, Aft L FA closes door to inform ACS personnel that deplaning is finished.

Interphone

Four interphones are provided on the MD-88/90:
<ul style="list-style-type: none">• 1 at 1L, 2L, Aft L, and flight deck.

Each handset has a push-to-talk (PTT) bar.

To use interphone:	
To call another station:	<ul style="list-style-type: none">• Press ATT button.• HI/LO chime sounds.• Pink light illuminates at station being called. <i>NOTE: Hold PTT bar while speaking.</i>
To call flight deck:	Press PLT button once.
To make an All Call:	<ul style="list-style-type: none">• Make PA.• Press ALL CALL button on FA panel.• Two HI/LO chimes sound at all stations.• Pink light illuminates at all stations.

To use interphone: (Continued)	
To signal an emergency to all stations:	Press ATT button three times. Repeat as necessary.
To signal an emergency to flight deck:	Press PLT button three times. Repeat as necessary.
When flight deck signals an emergency:	<ul style="list-style-type: none">• Three HI/LO chimes sound at all stations.• Pink light illuminates at all stations.
To make an announcement:	<ul style="list-style-type: none">• Press PA button on handset.• Hold PTT bar on handset.• Speak into mouthpiece.
To reset interphone system:	Stow handset.

Inoperative PA System

If PA system is inoperative, Purser/FL must notify Captain to establish alternate methods of communication with passengers. Consider passenger seating and operational needs.

Alternate methods of communication:
• Individual briefings
• Briefings of small groups
• Use of megaphones

Inoperative Interphone System

Company policy concerning interphone requirements are documented in Minimum Equipment List (MEL).

These requirements are:
• 50% of cabin interphones must be operative and located at operative jumpseats. <i>NOTE:</i> If there are three interphones, at least two must be operative.
• On MD-88/90, 737, and A319/A320 aircraft, at least one interphone in forward cabin must be operative.
• On widebody aircraft, at least one interphone at each set of doors (e.g., 1L/R, 2L/R) must be operative.
• Purser/FL should establish alternate methods of communication with Captain and FAs seated on jumpseats with inoperative interphones.