

**Exhibit Number: 6-I**  
**Docket Number: SA-509**

**NATIONAL TRANSPORTATION SAFETY BOARD**  
**WASHINGTON, D.C. 20594**

**USAir Passenger Service Manual**  
**excerpt: Infant Boarding Procedures**  
**(2 pages)**

*Nura,*

*Revision dates on these pages were in effect at the time of the accident.*

*3-24-1*

*Donna Heinlein*

**USAir  
PASSENGER SERVICE**

**Infant Boarding Pass - Non-Seat Assigned**

When a passenger is traveling with an infant (lap child) the ticket should indicate "Plus Infant" in the name field. Use the following procedure when seat assigning or boarding the passenger:

Who

Does What

Ticket Agent  
Gate/Control Agent

1. Complete 2 Non-Seat Assigned Infant Boarding Passes (stickers).
  - Write the accompanying parent or adult's seat assignment on the appropriate line of the infant boarding pass. This may be done at a ticket, gate, or control position.
2. Attach one Non-Seat Assigned Infant Boarding Pass to the accompanying parent/adult boarding pass, attach the second infant boarding pass to the accompanying parent/adult lifted flight coupon.

**NOTE:**

If there is a discrepancy between the actual ticket count and the number of passengers seated on the aircraft, use the flight coupons as a visual reference to look for possible non-seat assigned infants who may be occupying a seat.

3. After the flight has departed, complete the post-departure by placing all lifted flight coupons into the SS-58 Ticket Lift Envelope.

Example of Non-Seat Assigned Infant Boarding Pass

Post-It™ brand fax transmittal memo 7671 # of pages *2*

To <i>Nura Marshall</i>	From <i>Donna Heinlein</i>
Co. <i>NTSB</i>	Co. <i>USAir</i>
Dept.	Phone #
Fax #	Fax #

<b>USAIR</b>	
NON-SEAT ASSIGNED INFANT	
-----	
PARENT/ADULT SEAT NUMBER	
<small>90211 Rev 4/89</small>	<small>1/75b</small>
PS-55211	

1-6-2

**Passenger Assistance****USAir  
PASSENGER SERVICE****ACCOMPANIED CHILDREN**

Children under twelve (12) years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least twelve (12) years of age. A child is a person under 12 years of age. Also, one child under two (2) years of age is carried free if the child does not occupy a seat and if the child is accompanied by a passenger at least twelve (12) years of age. Additional children under two (2) years of age, as well as accompanied children ages two (2) through eleven (11), are charged the appropriate children's fare.

Children under the age of 15 may not be seated in the emergency exit row.

For policy and procedures on unaccompanied children, see Section 1-7 "Unaccompanied Children."

**INFANTS UNDER TWO YEARS OF AGE**

Domestically, USAir will carry without charge one infant under two years of age provided the infant is accompanied by a fare-paying passenger at least 12 years of age and does not occupy a seat of its own. (See International Manual section 1-10 for international itineraries.) When ticketing a passenger with an infant under two years of age, include the notation "with infant" in the name field of the ticket next to the passenger's name.

In the event two infants (under 2 years) are accompanying a single passenger at least 12 years of age or older, one infant travels free and the second infant travels at the appropriate child fare.

If there is any doubt as to the age of a child, ask the accompanying adult the child's age. Do not dispute the passenger's word.

**NOTE:** Be certain to follow infant boarding pass procedures in Section 3-24.

**NON-ENGLISH SPEAKING PASSENGERS**

In most cases, passenger processing and check-in can be accomplished with the information contained in the passenger's name record (PNR). If you are unable to communicate, retrieve HI/LANGUAGE LINE. This is an AT & T operated language interpretation service handling approximately 160 languages. Be sure to complete the Passenger Assistance Form SS-93A with pertinent information so as to avoid the necessity of repeating the translation process. Seat assign the passenger anywhere in the aircraft except in the emergency exit rows and enter an SSR message pertaining to the type of language the passenger speaks.

**Example:**

SLANG\*81\*.FRENCH

If the passenger requests assistance due to the language barrier, enter an MAAS SSR.