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

ATTACHMENT 2

EXCERPTS FROM RELEVANT AREAS OF THE FLIGHT ATTENDANT MANUAL

Pages 11

Evacuation

General

No two emergencies are exactly alike. Crewmembers must be prepared to respond to various standard procedures and must utilize common sense in doing so. Having a firm understanding and working knowledge of emergency equipment and procedures will enable one to handle each emergency situation with confidence and success.

Definition of Emergency

An emergency is defined as any condition requiring the use of special procedures beyond those normally utilized in flight and which may cause substantial property damage or personal injury.

Planned Emergency

In a planned emergency landing, there is time to prepare the aircraft, crew, passengers and alert ATC. Flight Attendants have time to prepare the cabin and make an emergency PA announcement to brief passengers. (Refer to the Pink Section; Cabin Preparation Checklist and Emergency Announcements). Planned emergencies may occur on land or in water. A water landing is referred to as a ditching.

Unplanned Emergency

In an unplanned emergency landing, there is no time to plan, no time to prepare passengers, and no time to waste. It usually occurs during takeoff and landing with little or no warning. An unplanned water emergency is when an aircraft ends up in the water as a result of some event during takeoff or landing. In an unplanned water landing, passengers and crew must grab their life vests and get out of the airplane before water fills the cabin. The best preparation for this type of emergency is to always use SILENT REVIEW during taxi, takeoff and landing.

Unwarranted Evacuation

If no evacuation command is given and passengers commence exiting the aircraft without cause, it is necessary to stop this action immediately. In a post incident situation, Flight Attendants should be aware of the potential of an unwarranted evacuation and the need to prevent it either by loudly commanding "STOP" and/or physically attempting to reach and block the exit. An announcement over the PA system is necessary. Always use the International Stop Sign along with your commands. Never stand between an open exit and the cabin without being in your protected position.

Emergency Evacuation Procedures

Emergency Evacuation Procedures

In an emergency situation, the Captain will command the evacuation when and if the situation dictates.

Table 1: Emergency Evacuation Procedures

When he/she initiates an evacuation order, he/she will use the phrase:	"THIS IS THE CAPTAIN, EVACUATE, EVACUATE, EVACUATE."
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He/she may also choose to say:	"USE ALL EXITS" or "USE FORWARD EXITS ONLY."
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If the Captain decides an evacuation is not necessary, he/she will command:	"THIS IS THE CAPTAIN, REMAIN SEATED, REMAIN SEATED, REMAIN SEATED."
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Flight Attendants are responsible for assessing conditions at their exit to determine whether their exit is usable or blocked. A Flight Attendant may initiate evacuation only when the cockpit crew is incapacitated or dangerous conditions exist such as:

- Fire
- Fuel Leakage
- Structural Damage
- Submersion

They must first attempt to contact the cockpit crew via interphone. If the PA and interphone are inoperative, Flight Attendants should attempt to communicate by using the nearest megaphone.

Flight Attendant Evacuation Procedures

Flight Attendant Evacuation Procedures

When the command to evacuate has been given, Flight Attendants must respond quickly and aggressively.

- Remain seated with seatbelt and shoulder harness secure until the aircraft comes to a full and complete stop.
- Open seatbelt and go to exit.
- Assess conditions of exit and determine whether or not the exit is usable.
- Determine if alternative exits are usable and have been opened. Consider other escape routes such as any opening in the fuselage.
- Block exit if conditions exist (fire, debris, high water level) and redirect passengers to nearest available exit.
- If exit is safe, open the exit and ensure the slide is inflating by pulling the "red inflation handle." Assess the conditions of the exit and that the slide has inflated properly. Flight Attendants must be able to open an exit and get a good slide in 10 seconds while yelling evacuation commands.
- Block exit if hazardous conditions exist or if slide has not inflated properly. Redirect passengers to nearest available exit.
- Hold onto assist handle located just inside the door, and stay in protective position (dedicated assist space). Avoid obstructing the threshold of the door.
- Continuously reassess the condition of the exit during the evacuation.
- Use loud, clear, positive commands throughout the evacuation.
- Smoke inhalation and toxic fumes is a common threat during an evacuation. Keep passengers at armrest level and have them cover their nose and mouth with any cloth available. Have them follow the floor path lighting to the exit.
- Keep passengers away from fire, fuel and debris.
- Get passengers out as quickly as possible.
- In an effort to expedite an evacuation, continue to shout "Leave everything". However if a passenger reaches the exit with baggage have them hold it tightly and exit the aircraft with it. Do not slow down the evacuation or pile up bags at the exit.
- Before leaving the aircraft, check cabin for any remaining passengers. Time permitting, remove emergency equipment such as megaphone, first aid kits, emergency flashlights and portable exit lights.
- Once all passengers have evacuated or conditions dictate, leave the aircraft.

Planned Evacuation Procedures

General

Cabin preparation for a planned evacuation is dependent upon time available. Passengers must be instructed to prepare as best as possible to avoid injury during impact and while evacuating.

Miami Air procedures for preparing the cabin for an emergency landing are referred to as "The Nine Steps."

The Nine Steps

- Crew Coordination
- Passenger Briefing (Don Life Vests for Ditching)
- Passenger Relocation
- Instruction of Bracing Positions
- ABP Briefings
- Secure Cabin and Galleys
- Pre-Arranged Bracing Signal
- Lights Out
- Flight Attendant Brace Positions

Ditching Evacuation

Flight Attendant Procedure

- Conduct the evacuation in an orderly fashion. Determine time available and assess water level before launching rafts.
- Proceed to launch the rafts. Use caution to avoid raft being punctured by any sharp metal outside the aircraft. Subject to conditions, it is preferable to have passengers board the raft directly from the airplane. The importance of doing so depends on the state of the sea, the weather, and the extent of personal injuries.
- If it has not been necessary to inflate all of the airplane's rafts, bring the un-inflated raft (in its case) into an inflated raft, or toss it into the water and tie it to an inflated raft if time and circumstances permit. The raft and its supplies will then be available for use later if needed.
- If the cockpit crew is incapacitated, always remember to take the emergency locator transmitter and secure it in the first inflated raft.

Follow-up Procedures

- When all persons are aboard the raft, release it from the airplane. Cut the raft lanyard as close to the airplane as possible to keep more line available for later use. Deploy the sea anchor as soon as the raft has cleared any hazardous debris. Attach ELT to raft and deploy.
- Locate the trailing survival kit and haul it on board. In the absence of heavy winds, erect the canopy as soon as possible. Secure all loose equipment when not in use to prevent it being lost or washed overboard.
- In calm seas, tie rafts together to provide a larger target for search and rescue units and to permit optimum distribution of rations and equipment. If there is any appreciable wave motion, separate the rafts to avoid the hazards of collision and upset.

Emergency Exit Responsibilities - 737-800

Table 1: Emergency Exit Responsibilities - 737-800

F/A	Primary Exit	Secondary Exit
L1	L1 Door	R1 Door
R1	R1 Door	L1 Door
L2	L2 Door	R2 Door
R2	R2 Door	L2 Door
"E" / AFA	Window Exits	_____

Unplanned Land Emergency

Unplanned Land Evacuation

The best preparation for this type of emergency is to always a 'silent review':

- Exit operation
- Alternate Exits
- Unplanned commands.
- "On the Spot" ABPs

Flight Attendants accomplish the "Silent Review" while seated in the jumpseat and in the brace position for every takeoff and landing.

Flight Attendant Procedures

- **BRACING POSITION** You must assume a protective position in order to increase the chances of surviving an impact.
- **SHOUT COMMANDS** Loudly shout: "Bend over! Heads down! Bend over! Heads down!" This gets your passengers' heads in a protected position without prior bracing instructions. Repeat commands in a clear and forceful voice until the aircraft comes to a full and complete stop.
- **WAIT FOR COMPLETE STOP** Stay belted in. Keep passengers in their seats.
- **WAIT FOR INSTRUCTIONS** If no instructions are given, attempt to contact the cockpit or Purser.
- **TURN ON EMERGENCY LIGHTS** If the cockpit has not activated cabin emergency lighting then Flight Attendants must do so.
- **EVACUATE** Either by cockpit command or Flight Attendant initiation. You must act immediately to get out of the airplane if an evacuation is necessary. A Flight Attendant may initiate evacuation if there is a fire, fuel, structural damage or submersion.
- **GET THE PASSENGERS MOVING** Loudly shout: "Open seat belts!" while removing your jumpseat harness.
- **GET TO YOUR EXIT** Assume protective position. Face flow of traffic with foot wedged against the fuselage and body out of exit opening. Use the International Stop Sign (straight arm and hand extended upward) before and after opening the exit to keep passengers from interfering in your safety assessment.
- **ASSESS THE EXIT** Check visually for fire, obstruction or high water level. Feel for heat with the back of your hands on the exit.
- **REDIRECT IF EXIT BLOCKED** If exit is blocked, redirect passengers to alternate exit.
- **GOOD EXIT** Open exit, inflate slide, reassess conditions. Check for fire, obstruction, high water level and slide inflation.
- **REDIRECT IF EXIT BLOCKED** If any negative conditions exist, redirect passengers to alternate exit.

- **OVERWING EVACUATION FLOW** It is most important that you command overwing ABPs to open their exits and to assist in the evacuation of the area. If the "E" Flight Attendant is not present to coordinate the evacuation, loud, forceful commands must be made to the overwing area from forward or aft locations in order to initiate and monitor the evacuation.
- **MONITOR THE USEABILITY OF THE EXIT** If conditions deteriorate at your exit, consider alternate exits.
- **GET OUT** Get out of the aircraft when your own safety appears to be in jeopardy or when the evacuation is complete. If necessary, use any possible means (breaks in the fuselage, cockpit windows, etc.) to leave the aircraft.

Unplanned Land Evacuation Commands

Unplanned Land Evacuation Commands

Table 1: Unplanned Land Evacuation Commands

Evacuation Steps	Verbal Commands
On impact, the Flight Attendants are in their Jumpseat and bracing position	Bend Over, Heads down
Aircraft comes to a full and complete stop and the Captain determines an evacuation is not warranted	This is the Captain, Remain seated, Remain seated, Remain seated
Keep passengers calm	Remain seated, remain calm
Aircraft comes to a full and complete stop and the Captain determines an evacuation is warranted	This is the Captain, Evacuate, Evacuate, Evacuate
Flight Attendants open seat belts, go to exit and assess conditions. Use the International Stop sign to keep people back	Open Seatbelts, Open Seatbelts You, and You, hold people back
If exit or slide is not usable at anytime, REDIRECT passengers to an alternate exit. State problem	This exit blocked Go the other way (Examples: Fire, Obstructions, Water level, Door jammed, etc.)
If exit is usable, stand in protective position, hold on to assist handle. Open door, pull Red Inflation Handle to inflate slide, assess conditions again. Stand in Protective Position.	Leave everything Come this way Jump into the slide Get away from the plane
Utilize first five (5) passengers to assist, (On the spot ABPs)	1) Hold down the slide 2) Hold down the slide 3) Help people off 4) Send people away 5) Send people away Jump, Jump, Jump

Unplanned Water Emergency

Unplanned Water Emergency

If an aircraft experiences an unplanned emergency ditching, Flight Attendants must do the best that they can to direct the passengers through an Unplanned Water Evacuation. Most unplanned ditchings occur near airports. It will only be necessary to survive a short time in water or on flotation equipment. It is most important to remove your passengers from the aircraft as quickly and safely as possible.

During a water landing there will be several jolts. Remain braced until the aircraft comes to a complete stop.

Unplanned Ditching Evacuation Commands

Unplanned Ditching Evacuation Commands

Table 1: Unplanned Ditching Evacuation Commands

Evacuation Steps	Verbal Commands
On impact, the Flight Attendants are in their Jumpseat and bracing position.	Bend over, Heads down
Aircraft comes to a full and complete stop and the Captain determines an evacuation is warranted.	This is the Captain, Evacuate, Evacuate, Evacuate
Flight Attendants open seat belts, go to exit and assess conditions. Use the International Stop sign to hold people back. Grab crew life vest and put it on.	Open Seatbelts, Open Seatbelts Grab your life vest. Put it on. You, and You, hold people back
If exit is not usable at anytime, REDIRECT passengers to an alternate exit. State problem.	This exit blocked Go the other way Examples:, Fire, Obstruction, Water level, Door jammed, etc.
If exit is usable, stand in protective position, hold on to assist handle. Open door, pull Red Inflation Handle to inflate slide. Release slide from the aircraft, either by pulling "Quick Release Ditching" handle or take girt bar out of floor brackets. Slide may be used as additional flotation. Assess conditions again. Stand in Protective Position Command Evacuation	(If aircraft is sinking rapidly,) Leave everything Come this way Inflate your Life Vest Jump into the water Hold onto the slide
Utilizing first three (3) ABPs to assist with launching rafts.	(Time Permitting) 1) Hold People Back 2) Get Raft from Ceiling 3) Carry it to this exit
Secure the raft to fixed structure. Have ABPs assist with launching raft. Pull "D" Ring to inflate raft. When raft is inflated.	Leave everything Come this way Inflate your Life Vest Step into the Raft Move to the far Side Stay Low
Make sure that the boarding ladder is visible. Hold the Mooring Line as close and taut as possible.	
When it is no longer safe to remain on the aircraft or all passengers have been evacuated, take available emergency equipment and exit the aircraft.	
Follow Planned Water Emergency Procedures for water survival.	

Window Exits

Window Exits

In an Unplanned Water Emergency, Flight Attendants must utilize the ABPs sitting at the exit row(s) over the wing to block and/or open exits and to remove and launch rafts. Use loud, forceful commands. Doors L2 and R2 should be assessed for possible evacuation and auxiliary flotation by using slides. Use all available window exits to evacuate passengers. If raft launching is delayed or not possible, primary flotation is the life vests.

Life Raft

General

Provides flotation after evacuating the aircraft during a ditching. Capacity: 46 person with an overload of 69. Weight is approximately 100 pounds. Round in shape and packaged with a cover and carrying straps to facilitate transportation. Designed with twin tubes with the flooring attached between sections. Each side is identical. The raft inflation handle and line is located under a colored patch on the raft package. A Survival Kit is tied to the deployed raft.

Location

Reference specific tail number in the Emergency Equipment Location diagrams.

Preflight

- Proper location.
- Check placard
- Compartment closed and latched properly

Operation

- In a ditching, after the aircraft has come to a full and complete stop, open the raft storage compartment.
- Remove the raft carefully. Lower the raft to the floor and close the compartment.
- Transport to the nearest exit using the carrying straps. Take care not to inadvertently pull the raft inflation handle inside the aircraft.
- Place raft next to the exit with the red patch facing inboard.
- Secure the raft with the line found under the red patch to the aircraft, such as the leg of a seat or an assist handle.
- Launch the raft out the door sill, or down wind of the wing. Immediately jerk on the "D" ring inflation handle. If it falls into the water, prior to inflation and the "D" ring is inaccessible, the raft may be inflated by getting a taut line on the mooring line and jerking hard. Pull the raft to the aircraft (if possible) to board directly into the raft. If wave, wind or sea action prevent this, have passengers board from the water using the boarding ladder.
- The mooring line keeps the raft from drifting away from the aircraft during the evacuation. Once boarded, cut the line and move away from the aircraft. Deploy sea anchor to diminish drifting. Keep the rafts together for easier rescue. Do not tie rafts together in rough seas. Do not erect canopies in heavy winds.

Overwing Emergency Window Exits

General

The exits are Type III windows that may be opened from the inside or outside using a spring loaded handle located at the top of the window. They are canopy-type doors and are held in place by mechanical locks. For safety reasons, the windows are automatically locked by a 28 Volt DC flight lock system. The flight lock system is designed to ensure that the flight lock will automatically lock during takeoff, in-flight and landing; and unlock on the ground to allow for opening of the door in emergency situations. Commands for the flight lock to lock and unlock are dependent upon engine speed, thrust lever position, air/ground mode status, and the open/closed status of the entry/service doors.

Location

There are four window exits located in the passenger cabin over the wings, two on each side of the fuselage.

Preflight

- Plastic cover is intact.

Operation

Outside

- Push in panel.
- Door opens out and up automatically.

Inside (Land)

- Grasp handle at the top of the window.
- Pull handle down and inward.
- Passengers should be instructed to follow the arrows aft on the wing and slide down the extended wing flaps. If the wing flaps are severely damaged, the escape ropes can be utilized to assist overwing evacuation.

Inside (Water)

Escape ropes are installed in the LW2/RW2 window frames (top FWD part of the frame). The escape windows must be opened to expose the escape ropes. One end of the escape rope is attached to the window frame. The remainder is stowed in a tube extending into the cabin ceiling. To use, the escape rope is pulled free from its stowage and attached to a ring (eyelet) on the top surface of the wing. In a ditching situation, the escape rope can be used as a hand hold for passengers to walk out on the wing and step into a life raft.

- Grasp handle at the top of the window.
- Pull handle down and inward.
- Unsnap the cover to expose the rope and hook.
- Extend the rope to the full length.
- Step out onto the wing, leg first, and attach the hook to the eyelet, on the top surface of the wing.