



U.S. Department  
of Transportation

**Federal Aviation  
Administration**

# InFO

Information for Operators

InFO 10009  
DATE: 6/28/10

Flight Standards Service  
Washington, DC

**[http://www.faa.gov/other\\_visit/aviation\\_industry/airline\\_operators/airline\\_safety/info](http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info)**

*An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.*

**Subject:** Passenger Compliance with Crewmember Safety Instructions Regarding the Use of Portable Electronic Devices (PED)

**Purpose:** To inform aircraft operators of the need to have adequate procedures and training to help crewmembers ensure passenger compliance with their safety instructions regarding the use of PEDs.

**Background:** The FAA has received and continues to receive reports of repeated passenger non-compliance with crewmember safety instructions regarding the operation of their PEDs during restricted phases of flight.

**Discussion:** With certain exceptions, Title 14 Code of Federal Regulations (14 CFR) parts 91, § 91.21, part 121, § 121.306, part 125 § 125.204, and part 135, § 135.144 prohibit the use of PEDs brought on board the aircraft by any person. In addition, it permits the operation of specified PEDs after the aircraft operator has determined that the PED will not interfere with the aircraft's communication and navigational systems. The responsibility for permitting the use of a particular PED lies solely with the aircraft operator. Crewmembers should not permit the use of a PED not listed in an aircraft operator's operations manual. PEDs evaluated and approved by an aircraft operator to be used in-flight should be incorporated into the operator's operations manuals, procedures, training programs and communicated to passengers.

FAA guidance recommends operators provide a pre-takeoff briefing on the use of PEDs, which should also be repeated in-flight. In addition, flight attendants (F/A) should advise passengers to power off and store PEDs in accordance with operator procedures. F/As should monitor passenger use of PEDs and request passengers, as necessary, to: power off unapproved PEDs, or power off approved PEDs during restricted periods in-flight, or discontinue using their approved PED in a restricted mode while in-flight. Approved PEDs should be set in the non-transmitting mode (aka "Airplane Safe" or "Flight Safe" mode) by disabling the wireless capabilities.

If any person refuses to comply with the crewmember's instructions, after having been advised that their actions are contrary to the operator's policies and procedures, or regulatory requirements regarding the use of their PED, the crewmember should follow the operator's procedures and take appropriate actions in response to the noncompliance. Crewmembers should include eyewitness statements, and whenever possible, obtain as much of the passenger's information for their report. If Law Enforcement Officers are required, obtain the noncompliant passenger's information from the responding officer(s). As with any incident of passenger noncompliance, the aircraft operator must obtain and provide a report with enough information to support the FAA office investigating the incident.

**Recommended Action:** Directors of Safety, Directors of Operations and In-Flight Services, and Crewmember Training Managers should ensure that manual procedures and training are in place that clearly addresses:

- PEDs approved for use on board their aircraft;
- Prohibition of PEDs not on the operator's approval list;
- Times when approved PEDs can and cannot be used;
- PED's modes of operation that can and cannot be used;
- How and when to inform passengers of the aircraft operator's PED policies and procedures;
- How to handle noncompliance with crewmember safety instructions on the use of PEDs;
- Preparing company incident reports following a passenger interference incident

Additional guidance on the use of PEDs may be found in the current edition of Advisory Circular (AC) 91-21, Use of Portable Electronic Devices Aboard Aircraft.

**Contact:** Questions or comments regarding this InFO should be directed to the Part 121 Air Carrier Operations Branch, AFS-220 at (202) 267-8166.