

Passenger *Rights* and Responsibilities

You have the *right* to...

- be apprised of and understand the weather forecast
- ask the pilot about his training, recent flight experience, and flight/duty time limits that day
- know if a flight plan has been filed
- know location and use of survival equipment, emergency locator transmitter (ELT), fire extinguisher, flotation devices and oxygen
- know location of emergency exits and understand how to operate them
- know how to work the seatbelts
- ask whether the aircraft is equipped with instruments for flying in clouds and at night
- be assured the pilot is trained to fly using those instruments
- know if the aircraft weight and balance has



*For More Information Contact:
the FAA offices at these locations:*

Juneau: **907-586-7532**

or within Alaska **800-478-2231**

Anchorage: **907-271-2000**

or within Alaska **800-294-5116**

Fairbanks: **907-474-0276**

or within Alaska **800-294-5119**

<http://www.alaska.faa.gov>

or The Medallion Program at:

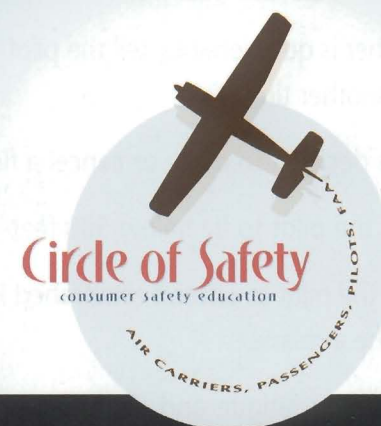
907-222-3210 (phone)

907-222-3206 (fax)

<http://www.medallionfoundation.org>



Before you board a plane in Alaska learn about the



presented by

*Flying is a necessity for Alaskans, and for many visitors, it's an exciting opportunity to experience Alaska's beauty. As passengers, we put our safety in the hands of others every time we fly. With the Federal Aviation Administration's (FAA) **Circle of Safety** program, you have a role in sharing the responsibility for your own safety.*

Take Responsibility For Your Safety ...

Plan ahead... Most hazardous materials are prohibited in checked or carry-on baggage. Some items may be shipped as air cargo. If you are unsure whether the item is hazardous, contact your airline representative.

For more information, log onto:

<http://ash.faa.gov>

and review hazardous materials information under the heading "What can fly."

- if the weather is questionable, tell the pilot you can fly at another time
- accept any decision to delay or cancel a flight
- do not ask the pilot to fly below 500 feet
- do not ask the pilot to exceed established load limits for the airplane
- be alert to pilot fatigue and that pilots have flight and duty time limitations

One Accident Is One Too Many

In Alaska, where roads are few, small charter or commuter aircraft provide the only access to many locations. As passengers we place tremendous trust in the people we've hired to transport us. At the same time, we can unknowingly place pressure on airline personnel because they wish to please the customer and get them where they want to go.

You may check an air carrier's safety record on the Internet at this site:

www.alaska.faa.gov

Like the Good Housekeeping Seal of Approval, a Medallion Foundation shield indicates an air carrier that adheres to operational standards which are more stringent than the basic regulations. Ask your carrier if the company is a member of the Medallion program.



Things You Should Know

- Alaska's weather can change quickly.
- Weather may be very different at your destination than at the point of departure.
- Check the company's refund policy for weather-canceled flights
- You can ask a pilot about his or her experience and flight hours.
- Carriers must calculate the weight of passengers and cargo and observe limitations