



Exit Seat Program

Manual Number 190

FAA APPROVAL

**KERRY T
KINSER** Digitally signed by
KERRY T KINSER
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Principal Operations Inspector, Phoenix CMO, WP37

THIS MANUAL ASSIGNED TO _____ EMP/CONTROL # _____

Revision 9

11/22/23

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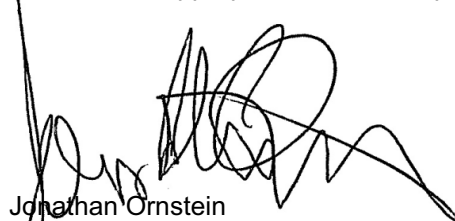
Mesa Airlines, Inc. Safety Policy Statement

The Accountable Executive of Mesa Airlines, Inc. recognizes that an effective Safety Management System (SMS) is vital to the success and longevity of the Company. Therefore the Accountable Executive is committed to implementing and maintaining a fully functional SMS and to the continuous improvement of the level of safety throughout Mesa Airlines, Inc.

- The Accountable Executive of Mesa Airlines, Inc. is committed to establishing and fulfilling specific safety-related objectives and will publish and distribute to all employees those objectives and plans annually.
- These safety objectives will be monitored, measured, and tracked to ensure overall corporate safety objectives are met. All employees and individuals in the Company have the responsibility to perform their duties and activities in the safest practical manner.
- The Mesa Airlines, Inc. Accountable Executive is committed to providing the necessary financial, personnel, and other resources to implement and maintain a fully functional SMS.
- The Mesa Airlines, Inc. Accountable Executive is dedicated to establishing a confidential employee reporting system to report all hazards, accidents, incidents, and safety issues without fear of reprisal.
- Activities involving intentional disregard for FAA regulations, Company policies and procedures, illegal activities, and/or drugs or alcohol may be subject to disciplinary action.
- As a component of the SMS, the Mesa Airlines, Inc. Accountable Executive is committed to establishing, maintaining, and annually exercising an emergency response procedure and plan that provides for the safe transition from normal to emergency operations.
- The Safety Policy in its entirety can be found within the Mesa Airlines, Inc. *Safety Management System Manual* (Manual #550).

The Accountable Executive will convey this expectation to all employees through postings, intranet site, Company newsletter, and any other means to ensure all employees are aware of the Company's SMS, their duties and responsibilities, and our safety policy.

This safety policy will be reviewed annually by the Accountable Executive to ensure it remains relevant and appropriate to the Company.



Jonathan Ornstein
Accountable Executive
CEO, Mesa Airlines, Inc.



Summary of Changes

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List of Bulletins

Bulletins are issued on an as needed basis to convey timely information. Bulletin information may supersede current information found in this manual or introduce new procedures due to changes in the regulatory or operating environment. Bulletins are inserted after the Bulletins tab.

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Chapter 1: Procedures

1.1 Exit Seat Program Management

14 CFR: 121.585

OPSPECS: A022

- A. The Mesa Airlines, Inc. Exit Seat Program is intended to ensure compliance with 14 CFR 121.585. All contents of this program must be strictly adhered to by all personnel in order to maintain compliance with the regulations and Mesa Airlines, Inc. *Operation Specifications* (OpSpec) A022.
- B. The Vice President of Inflight Services is responsible for maintaining this manual, and program contents, and has the authority to modify and revise this program, in accordance with the procedures located within the Mesa Airlines, Inc. *Safety Management System Manual* (Manual #550).
- C. The Senior Vice President of Flight Operations (FAA Director of Operations) has the authority to modify and revise the content of this program relevant to the cargo only operations of Mesa Airlines, Inc.
- D. Modifications to this manual or program contents must be in accordance with the policies of the Mesa Airlines, Inc. *Technical Publications Procedures Manual* (Manual #430). Changes must be risk-assessed following the procedures of the Mesa Airlines, Inc. *Safety Management System Manual* (Manual #550). All revisions and modifications to this program, or change in designation of an exit seat on any fleet type, are required to be submitted to the FAA for approval, prior to implementation.

1.1.1 Exit Seats

No Mesa Airlines, Inc. aircraft may taxi or pushback until it has been verified and determined that each occupant in an exit seat is able to perform the functions, as required.

1.1.2 Definition of an Exit Seat

Per 14 CFR 121.585, an exit seat is defined as each seat in a row of seats through which passengers would have to pass to gain access to an exit from the first seat inboard of the exit to the first aisle inboard of the exit. A passenger seat having direct access means a seat from which a passenger can proceed directly to the exit without having to enter an aisle or pass around an obstruction (such as a bulkhead, lavatory, closet, galley, etc.).

1.1.3 Seats Affected

- A. CRJ 900 (76 Seats) Row 12 ACDF and 13 ACDF.
- B. CRJ 900 (79 Seats) Row 13 ACDF and 14 ACDF.
- C. B-737-400 L1 and R1 Supernumerary Seats.
- D. B-737-800 L1 and R1 Supernumerary Seats.

1.1.4 Determining Passenger Suitability for an Exit Seat

- A. Federal Aviation Regulations require that passengers seated in an exit seat are able to perform the Emergency Exit Seat Duties and meet all selection criteria, as listed in the Selection Criteria section. Exit seating is limited to individuals who are determined by Mesa Airlines, Inc. to be able to (without assistance) activate an emergency exit and take the additional actions needed to ensure safe use of that exit in an emergency.
- B. The following persons are not permitted in an exit seat:
 - 1. Passengers with service animals, emotional support animals or cabin pets.
 - 2. Prisoners with guards.
 - 3. Passengers with a portable oxygen concentrator, CPAP, respirator or ventilator.
 - 4. Passengers that do not meet the criteria listed under “Selection Criteria” located within this chapter.

1.1.5 Selection Criteria

A passenger may not sit in an exit seat if he/she:

- A. Lacks sufficient mobility, strength or dexterity in both arms and hands and both legs:
 - 1. To reach upward, sideways and downward to the location of emergency exit slide-operating mechanisms;
 - 2. To grasp and push, pull, turn or otherwise manipulate those mechanisms;
 - 3. To push, shove, pull or otherwise open emergency exits;
 - 4. To lift out, hold, deposit on nearby seats or maneuver over the seat- backs to the next row, objects the size and weight of the overwing window exit doors;
 - 5. To remove obstructions similar in size and weight to overwing exit doors;
 - 6. To reach the emergency exit expeditiously;
 - 7. To maintain balance while removing the obstructions;
 - 8. To exit expeditiously;
 - 9. To stabilize an escape slide after deployment; or
 - 10. To assist others in getting off an escape slide.

Exit Seat Program

- B. Is less than 15 years of age or lacks the capacity to perform one or more functions listed in the paragraph above without the assistance of an adult companion, parent or other relative.
- C. Lacks the ability to read and understand printed or graphic instructions in English related to emergency evacuations.
- D. Lacks the ability to understand oral (in English) crew commands.
- E. Lacks the visual capacity to perform the duties without the assistance of visual aids beyond contact lenses or eyeglasses.
- F. Lacks sufficient aural capacity to hear and understand instructions shouted by flight attendants without the assistance beyond a hearing aid.
- G. Lacks the ability to impart information orally to other passengers in English.
- H. Has a condition or responsibility, such as caring for a small child that is less than 15 years of age that might prevent him/her from performing one or more of the duties.
- I. Has a condition that might cause him/her harm if he/she performs any of the duties.

1.1.6 Exit Seat Functions

A passenger occupying an exit seat may be asked to perform the following functions in the event of an evacuation:

- A. Locate the emergency exit;
- B. Recognize the emergency exit opening mechanism;
- C. Comprehend the instructions for operating the emergency exit;
- D. Operate the emergency exit;
- E. Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed;
- F. Follow oral directions and hand signals given by a crewmember;
- G. Stow or secure the emergency exit door so that it will not impede use of the exit;
- H. Assess the condition of an escape slide, activate the slide, and stabilize the slide after deployment to assist others in getting off the slide;
- I. Pass expeditiously through the emergency exit; and
- J. Assess, select and follow a safe path away from the emergency exit.

1.2 Safety Information Card

A Safety Information Card is located at each exit seat with information specifying that in the event of an emergency in which a crewmember is not available to assist, the passenger occupying an exit seat may be called upon to perform the exit seat functions. The Safety Information Card also specifies the selection criteria and requests that passengers identify themselves to allow for reseating if they are unwilling or unable to perform the functions outlined in the Selection Criteria section in this chapter.

1.2.1 B-737-400

The B-737-400 Supernumerary/Jumpseat Briefing Card and B-737-400 Exit Seat Criteria Card are identified by:

- A. Two individual front and back laminated sheets.
- B. Each card has B-737-400 identified in the header section located at the top of the card.
- C. Refer to the aircraft type specific QRH for the current revision number and date of each card.

1.2.2 B-737-800

The B-737-800 Supernumerary/Jumpseat Briefing Card and B-737-800 Exit Seat Criteria Card are identified by:

- A. Two individual front and back laminated sheets.
- B. Each card has B-737-800 identified in the header section located at the top of the card.
- C. Refer to the aircraft type specific QRH for the current revision number and date of each card.

1.2.3 CRJ 900

The Safety Information Card for the CRJ 900 is identified by:

- A. Tri-fold card.
- B. Black and gray cover with red stripe down the right side of the card highlighting CRJ 900.
- C. The revision date is located on the back of the card on the bottom right corner. The date will reflect: REV 1/20.

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1.3 Station Operations (Passenger Only)

Refer to the American Airlines or United Airlines Customer Service Manuals (as applicable) for codeshare specific exit seat procedures.

1.3.1 Seat Assignment – Advance/Day of Departure

A. Assigning an Exit Seat

When an exit seat is assigned upon check-in, the computer system will alert the user that an exit seat has been assigned.

NOTE

Determination for suitability of exit seats is based on reasonable observation by the agent processing the passenger (at the ticket counter or gate in a nondiscriminatory way). The agent processing the passenger will verbally identify to the passenger that they have been assigned an exit seat and confirm they are willing and able to assist the flight attendants in the event of an emergency.

- B. If the passenger requests additional information about the Exit Seat Program, the agent will hand them the appropriate codeshare Exit Seating Program Card, Exit Row Notice, Printed Exit Seat Information Card or Travel Rules Information Leaflet to read. The notices are located at every ticket counter and gate.

If the notices are not available, the passenger can read the Exit Row Notice from the codeshare computer system prior to boarding.

NOTE

This is only to be done in the event the document cannot be printed from the codeshare computer by the gate agent at the gate and provided to the passenger.

- C. If the passenger does not want to sit in an exit seat, the agent will assign the passenger another seat.

NOTE

Under no circumstances will a passenger be asked why they do not wish to sit in an exit seat.

1.3.2 Self-Service Kiosks and Website Check-in

When an exit seat is selected, a screen appears advising the passenger that they are in an exit seat and provides an option for them to view the selection criteria and emergency functions that the passenger must be able to perform on the kiosk or web screen. If they do not wish to sit in an exit seat, or they are unwilling or unable to sit in an exit seat, they will have the option to change their seat. Any passenger may reserve an exit seat(s) during the advance seat assignment process.

1.3.3 Boarding Gate Readers

There are two different types of gate readers in cities which prompt the agent to do a visual and verbal assessment of each passenger assigned in an exit seat.

- A. One that alerts the gate agent of a passenger seated in an exit seat by sounding two beeps and displaying a banner on the application screen.
- B. The other displays a prompt that requires the agent to acknowledge the passenger is in an exit seat prior to scanning the next boarding pass.

NOTE

In the event that a gate reader device is unavailable, the boarding pass has “EXIT” printed on it, alerting the agent. The agent must then inform the passenger that they are seated in an exit seat and ensure that they meet all the selection criteria. The agent processing the passenger verbally identifies to the passenger that they have been assigned an exit seat and asks if they are capable and willing to assist in the event of an emergency. If a passenger declines an alternative seat must be assigned.

1.3.4 Passengers not Meeting the Selection Criteria for Exit Seating

If a passenger who obviously does not meet the selection criteria requests the exit seat or has been assigned the exit seat in advance, tactfully explain to the passenger that Federal Aviation Regulations require certain requirements of passengers seated in emergency exit seats. The passenger may be given a copy of the “Selection Criteria” as further explanation, or informed of the specific requirement that the passenger does not meet. Avoid speaking loudly or embarrassing the passenger. Mesa Airlines, Inc. shall make the exit seating determinations in a non-discriminatory manner based on the Selection Criteria section in this chapter.

1.3.5 Refusal to Transport

Mesa Airlines, Inc. may deny transportation to any passenger because:

- A. The passenger refuses to comply with instructions given by a crewmember or other authorized employee, implementing exit seating restrictions. The only seat that will physically accommodate the passenger's disability is an exit seat.



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1.3.6 Miscellaneous Seating Information

- A. Mesa Airlines, Inc. will not exclude any individual with a disability from any exit seat or other location, nor require they sit in any particular seat, on the basis of a disability, except to comply with the requirements of FAA safety regulations, as stated above.
- B. If a passenger has concerns regarding exit seat policies, the agent will contact the local Complaint Resolution Official (CRO) for resolution.

1.3.7 Seat Reassignment

Mesa Airlines, Inc. will honor a passenger's request to be relocated to a non-exit seat.

1.3.8 Full Flights

- A. If there are no vacant seats, the agent will exchange seats with another passenger who meets the selection criteria.
- B. In the event of a full flight, the exit seat(s) will remain empty if there are no:
 - 1. English speaking passengers on the aircraft.
 - 2. Passengers who are willing and able to sit in an exit seat(s).

1.3.9 Complaint Resolution Officials

Complaint Resolution Officials (CROs) are company employees who are available at each airport which Mesa Airlines, Inc. serves during all hours of operation. The station agent or designee will serve as the on-site CRO at the station for the purpose of resolving any verbal complaints that a physically challenged passenger or other passenger may have regarding an alleged violation of Title 14 CFR Part 382 or exit seating. However, the CRO must not overrule a safety decision made by the PIC of the flight. The PIC has the final authority as to the operation of the flight.

1.4 Flight Attendants (Passenger Only)

- A. Flight Attendants must deliver the verification announcement per Mesa Airlines, Inc. *Flight Attendant Manual* (Manual #610) Chapter 4 (Announcements).
- B. Prior to closing the main cabin door, Flight Attendant "2" will walk to the exit seats and visually check that no seat is occupied by a passenger who does not meet the selection criteria described on the Safety Information Card. After the visual confirmation, deliver the following briefing to all passengers in an exit seat. This briefing must be delivered verbatim:

"May I have your attention for a moment please? You are seated in an emergency exit seat. Please review the exit seat requirements on the back of the Safety Information Card. I will need verbal confirmation that you meet the selection criteria and are willing and able to assist in the event of an evacuation."

- C. Flight Attendant “2” must notify Flight Attendant “1” that the Exit Seat Briefing has been completed. Flight Attendant “1” will notify the Pilot-In-Command (PIC) that all exit seat occupants have been verified as a part of the “cabin secure” notification.

NOTE

In the event of cold weather and/or very noisy conditions, the Flight Attendant/Crewmember may close the passenger entry door prior to exit seat verification; provided that the aircraft is not moved until it is assured that the exit seats are occupied by willing and able passengers. All carry-on baggage must be securely stowed prior to closing the passenger entry door.

- D. Station/Counter Agents and/or the Flight Attendant(s) shall expeditiously honor a passenger's request to be seated at a non-exit seat. In the event of a full booking this may require exchanging seats with a willing and able passenger who can assist in the event of an evacuation and meet all other requirements to be seated in an exit seat.

In the event that no passengers will willingly exchange seats, the exit seats will be left empty and the extra passengers will be re-accommodated by the Customer Service Agent.

NOTE

Passengers requesting reseating need not disclose the reason for their request.

- E. The aircraft PIC is the final determining authority on aircraft seat assignments, or denial of seating if a crewmember has determined that the exit seat is occupied by a person who is likely to be unable to perform the applicable functions listed in this manual.
- F. If taxi has begun the rule does not require the unwilling passenger seated in the exit seat to be moved. Wait until out of sterile cockpit and until the seatbelt sign is turned off to accommodate the passenger who no longer wishes to remain in an exit seat.
- G. Flight Attendants must continue to monitor the exit seats throughout the duration of the flight. Passengers who do not meet the exit seat selection criteria are prohibited from moving into an exit seat during flight. If a qualified passenger moves into an exit seat during flight, the passenger must be given the exit seat briefing.
- H. Prior to landing, Flight Attendant “2” will verify that passengers seated in an exit seat have been briefed and meet the selection criteria.
- I. Disputes and/or complaints arising from implementation of this section shall be addressed for resolution to the CRO.



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1.5 Flight Operations (Passenger Only)

- A. The aircraft PIC is the final determining authority on aircraft seat assignments, or denial of seating if a crewmember has determined that the exit seat is occupied by a person who does not meet the selection criteria and is unable to perform the applicable functions.
- B. Prior to closing the main cabin door, Flight Attendant “2” will walk to the exit seats and visually check that no seat is occupied by a passenger who does not meet the selection criteria described on the Safety Information Card. After the visual confirmation, Flight Attendant “2” will deliver the Exit Seat Briefing to all passengers in an exit seat.

Flight Attendant “2” must notify Flight Attendant “1” Exit Seat Briefing has been completed. Flight Attendant “1” will notify the PIC that all exit seat occupants have been verified as a part of the “cabin secure” notification.

1.6 B-737 Cargo Only Operations

- A. The aircraft PIC is the final determining authority on aircraft seat assignments, or denial of seating if a crewmember has determined that the exit seat is occupied by a person who does not meet the selection criteria and is unable to perform the applicable functions.
- B. Prior to closing the main cabin door, a Flight Crewmember will provide each occupant a briefing in accordance with the B-737-400 or B-737-800 Supernumerary/Jumpseat Briefing Card and will ensure that all occupants read and understand the requirements identified in the B-737-400 or B-737-800 Exit Seat Criteria Card. Refer to the Mesa Airlines, Inc. B-737-400 QRH or B-737-800 QRH for more information regarding the B-737-400 or B-737-800 Supernumerary/Jumpseat Briefing and B-737-400 or B-737-800 Exit Seat Criteria Cards.

1.6.1 Passengers not Meeting the Selection Criteria for Exit Seating

If an occupant who obviously does not meet the selection criteria requests the exit seat or has been assigned the exit seat in advance, tactfully explain to the occupant that Federal Aviation Regulations require certain requirements of occupants seated in emergency exit seats. The occupant will be provided a copy of the “Selection Criteria” as further explanation, or informed of the specific requirement that the occupant does not meet. The aircraft PIC shall make the exit seating determinations in a non-discriminatory manner based on the Selection Criteria section in this chapter.

1.6.2 Refusal to Transport

Mesa Airlines, Inc. may deny transportation to any supernumerary/jumpseat occupant because:

- A. The occupant refuses to comply with instructions given by a crewmember or other authorized employee, implementing exit seating restrictions. The only seat that will physically accommodate the occupant's disability is an exit seat.
- B. Due to the configuration of the aircraft, there are no other seating options available that are not classified as an exit seat. Therefore, a passenger not meeting the exit seat criteria will not be able to be reassigned a "non-exit" seat.
- C. If an occupant is denied transportation, the PIC will contact the ramp agent to escort the occupant off of the aircraft. The ramp agent will ensure that the Ground Security Coordinator escorts the person and their belongings off the aircraft and back to the secured portion of the airfield.

END



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