

1/15/2020

**FOR YOUR INFORMATION**

2020-7/11-1

1698402

To: FAA (AFS-900)

Info: FAA (AVP-1, AVP-200, AFS-200, AFS-280, AFS-100, ANM-100, SEA-ACO, SEA-AEG, AQS-230), A4A, AFA, ALPA, AMFA, APFA, ASAP, ATSG, CAPA, IAM, IBT, ICAO, ICASS, IFALPA, NTSB, PAMA, TWU, SWAPA

From: Becky L. Hooey, Director  
NASA Aviation Safety Reporting System

Re: Braille Emergency Exit Card Issues

We recently received an ASRS report describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Gary Brauch at (408) 541-2869 or email at [gary.j.brauch@nasa.gov](mailto:gary.j.brauch@nasa.gov)



Aviation Safety Reporting System  
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN: 1698402

**Time**

Date: 201910

Local Time Of Day: 1201-1800

**Place**

Locale Reference.Airport: ZZZ.Airport

State Reference: US

Altitude.AGL.Single Value: 0

**Environment**

**Aircraft 1**

Make Model Name: Commercial Fixed Wing

**Component 1**

Aircraft Component: Emergency Equipment

**Person 1**

Function.Flight Attendant: Flight Attendant (On Duty)

ASRS Report Number: 1698402

**Events**

Anomaly.Flight Deck / Cabin / Aircraft Event: Other / Unknown

Anomaly.Deviation - Procedural: Published Material / Policy

Detector.Person: Flight Attendant

Result.General: None Reported / Taken

**Narrative 1**

[One of] our passengers, who is blind, asked to read our Braille safety guide after his briefing. Passenger noticed two significant discrepancies that could impact the safety of our blind passengers.

The first is there was no cover or table of contents. If he quickly needed to find specific information, he would not have been able to do so. He has read our Braille safety guides before and knew that they should come with these pages.

The second issue was the Braille was written in an old format. He advised that it should be printed in Unified English Braille, as that became the adopted standard form of Braille writing in 2016.

Recommendations are as follows:

-Provide a protective covering to prevent pages becoming ripped or missing.

-Include page numbers that flight attendants can read so they will know if they are providing a complete Safety Guide.

-Print new Braille safety guides using Unified English Braille.

Lessons learned include to always ask questions and give our guest opportunities to help us be safer and accommodating to all travelers.

**Synopsis**

Flight Attendant reported that the Braille Safety Guides installed on the aircraft lack Covers, Table of Contents, and are printed in an obsolete format and require upgrade.