

NTSB Mission

- Determine probable cause(s) of transportation accidents
- Make recommendations to prevent reoccurrence
- Conduct special studies and investigations
- **Coordinate resources to assist victims and their families after an accident**



NTSB Investigative Responsibilities

- All U.S. aviation accidents
 - Except military/intelligence agencies
 - US accredited representative for foreign accidents
- Selected rail accidents
- Selected highway accidents
- Selected marine accidents
- Selected pipeline accidents
- Selected hazmat accidents



NTSB Governance

- Reports directly to Congress
- Independent federal agency
- **No regulatory authority**
- Composed of five Board Members
- ~400 FTE staff
- ~ \$100 million budget



Chairman
Deborah A.P. Hersman



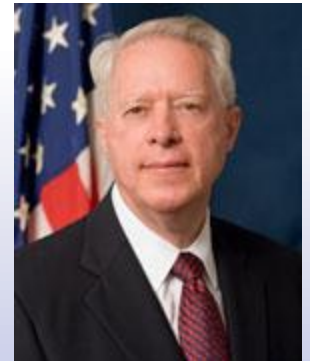
Vice Chairman
Christopher Hart



Member
Robert Sumwalt



Member
Mark Rosekind



Member
Earl Weener



NTSB Investigative Process



On-scene Investigation

Organizational Meeting
Groups and Parties
Progress meetings
Family Briefings
Media Briefings
Press Releases



Preliminary report

Factual information



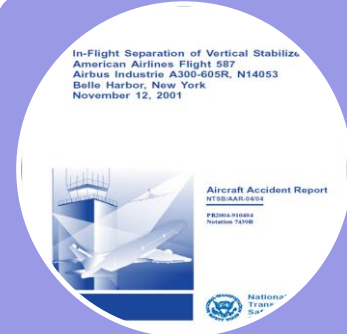
Investigative Hearing

Fact finding
Depositions
Witnesses
Docket



Board Meeting

Docket
Findings
Conclusions
Probable Cause
Safety Recommendations



Final Report

Government in the Sunshine Act



National Transportation Safety Board



Legislative Background

- Aviation Disaster Family Assistance Act of 1996
 - Foreign Air Carrier Family Support Act of 1997
 - Rail Passenger Disaster Family Assistance Act of 2008
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- Accidents in US or territories
 - Part 121 or 129 air carrier
 - Interstate passenger rail carrier
 - Major loss of life

NTSB coordinates and provides additional resources to the airline/rail carrier and local government to help victims and their families while preserving local responsibility and jurisdiction



Fundamental Concerns of Family Members

What happened?

- Initial notification
- Immediate factual information

How will I get information?

- Information sharing
- Short-term and long-term
- Scope of information needed

Where is my loved one?

- Search/Rescue/Recovery
- Hospitalization
- Identification of remains

What about personal effects?

- Recovery, processing and return of personal effects
- Associated and unassociated



Primary Partner Agencies – Aviation/Rail Accident

NOTE: Each partner has designated responsibilities in the plan and/or legislation

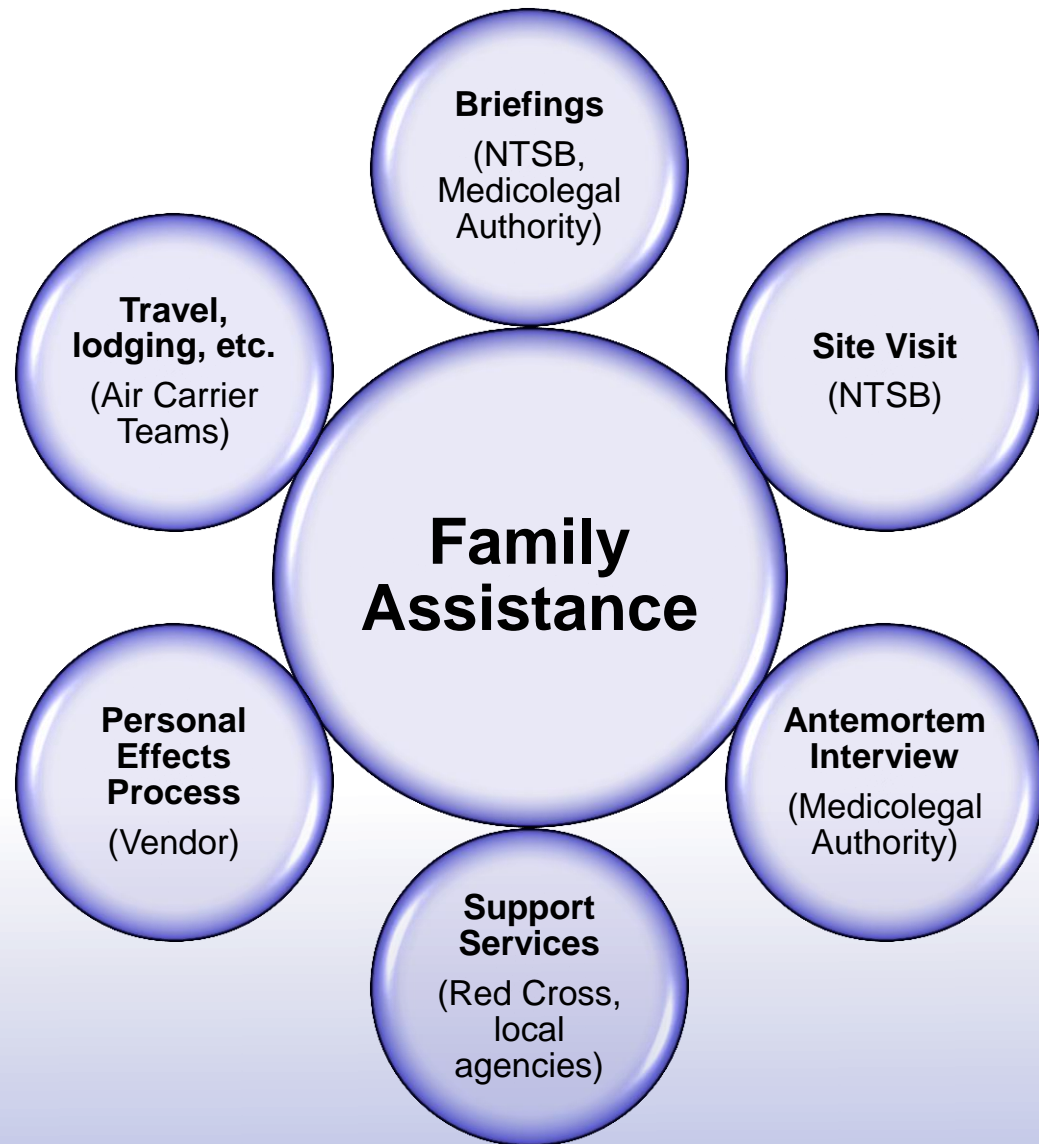


NTSB Responsibilities

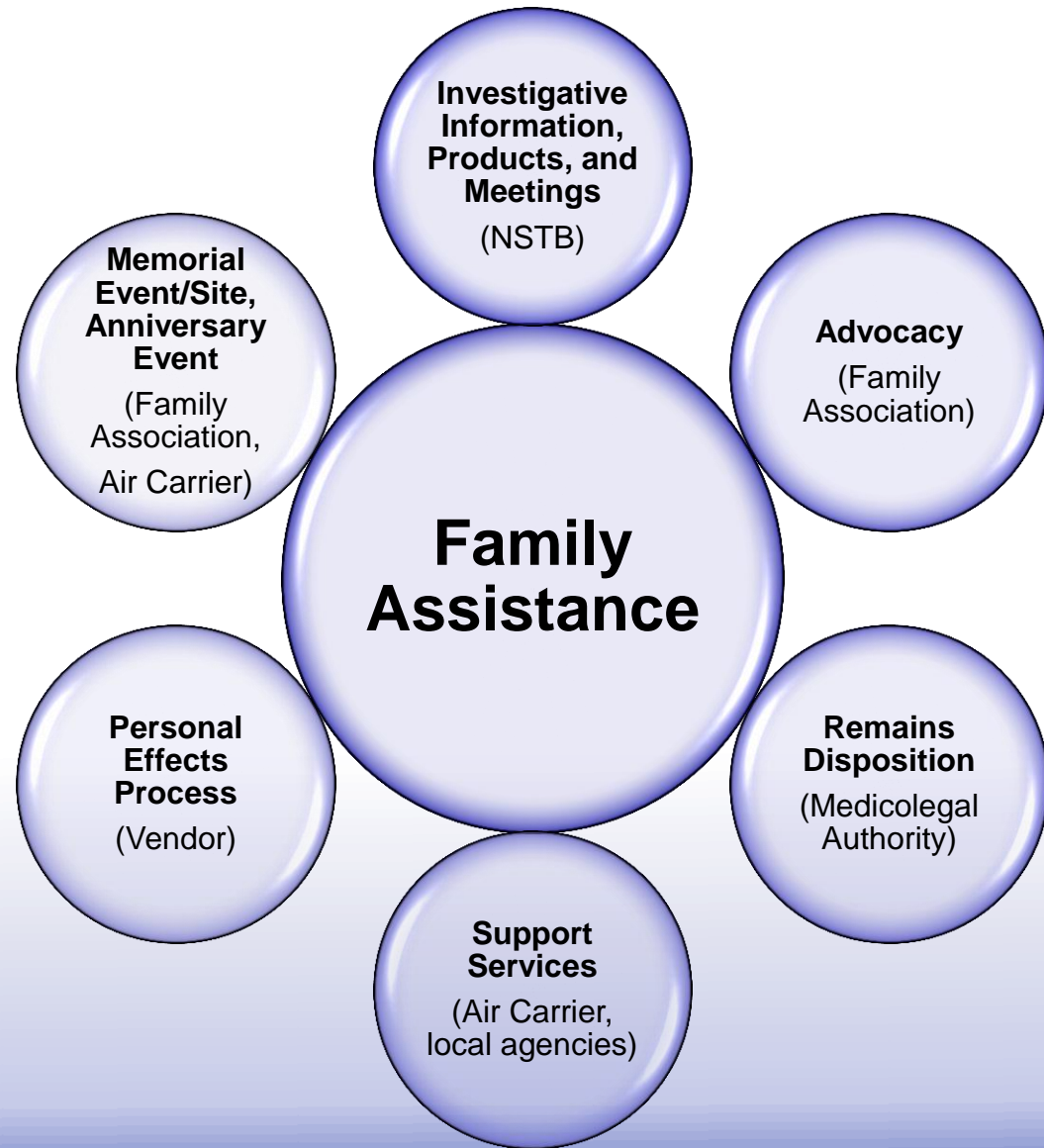
- Oversight of family assistance process
 - Family Assistance Center
 - Ensure provision of disaster mental health services
 - American Red Cross coordination
- Coordination with local agencies
- Facilitate victim recovery and identification
- Assess air carrier support
- Provision of information about NTSB investigation
 - On-scene
 - Investigative milestones
 - Investigative hearing
 - Board meeting
- No-solicitation review



Family Assistance Activities: On-scene Phase



Family Assistance Activities: Long term concerns



Family Assistance Data

	<i>State</i>	<i>Victims</i>	<i>Approximate # family members at FAC events</i>	<i>Comments</i>
Egyptair 990 (1999)	RI	217	600	Many Egyptian family members did not visit US
Alaska Air 261 (2000)	CA	88	900	60 family members in 1 st 24 hrs; 900 family members by 4 th day. Victims also included airline employees
Executive Air (2000)	PA	19	80	Most victims from local area
Mid-Air Collision (2000)	NJ	7	30	Most victims from local area
Gulfstream (2001)	CO	18	35	
Papillon helicopter (2001)	AZ	6	45	25 family members and 20 rabbis
American 587 (2001)	NY	265	1000	Most victims were non-US citizens
Beechcraft (2002)	MN	8	40	
USAirways 5481 (2002)	NC	21	70	
Medevac Helicopter (2004)	TX	4	68	Includes company employees and NOK
Pinnacle Air (2004)	MO	2	25	Includes families from houses impacted by crash
Corporate Airlines 5966 (2004)	MO	13	50	Includes family members from 2 survivors
Comair 5191 (2006)	KY	49	250	Many local family members
Kingair (2008)	UT	10	75/20	Family members/business partners
HEMS midair (2008)	AZ	7	25	
Continental Express 3407 (2009)	NY	50	150/300	Most victims from local area/site visit



Air Carrier Responsibilities

Notification of Involvement

- Process for notifying families of passengers
- Publicize a toll-free telephone number
- Notification to the family upon verification that the passenger was on board the aircraft
- Upon request of a family member, an air carrier will inform whether the passengers name appeared on a preliminary passenger manifest



Air Carrier Responsibilities

Manifest

- Air Carrier will provide NTSB- TDA immediately upon request, a list of names of passengers aboard the aircraft



Air Carrier Responsibilities

Personal effects

- Family members will be consulted about disposition if in possession of carrier
- Any possessions of the passenger will be returned to the family
- Air carrier will retain any unclaimed possession of a passenger for 18 months



Air Carrier Responsibilities

Resources, training, support

- Commit sufficient resources to carry out the plan
- Provide adequate training to meet needs of survivors and family members involved in an accident
- Work with Red Cross to ensure family members receive appropriate level of services and assistance
- Provide reasonable compensation to the Red Cross for services provided during the response



Air Carrier Responsibilities

Treatment and travel/physical care for family members

Assist families traveling to the location of the accident, and provide for physical care of the family while in this location

- Family Assistance Center
 - Lodging
 - Food
 - Transportation
 - Child care
 - Basic needs

Treatment of families will be the same

- Revenue and non-revenue passengers
- Any other victim of the accident
 - Ground fatalities



National Transportation Safety Board

Air Carrier Responsibilities

Monuments

Families of each passenger
will be consulted about the
construction by the air carrier

- Physical monument
 - Any inscription
- If carrier chooses to do so
 - No requirement for a monument



Air Carrier Responsibilities

Miscellaneous

- Consult with Dept of State and NTSB if providing assistance in US for US citizens involved in an accident outside of the US involving major loss of life
- If an accident damages manmade structures, carrier must promptly provide notice to owner
- NTSB hearing/meeting more than 80 miles from the accident site, ensure simultaneous transmission at origin city and destination city



Family assistance may provide

For Families

- ✓ Information (factual)
- ✓ Consistency (routine)
- ✓ Realistic expectations
- ✓ A place and the people to get answers
- ✓ Safety and security (from public and media)
- ✓ Support in the grief process
- ✓ Reduction in stress and anxiety



Effective family assistance...

- Builds rapport and credibility
- Conveys realistic expectations
- Is flexible based on the event
- Requires interagency coordination/cooperation



Investigation and
Prevention of
Accidents and
Incidents in Civil
Aviation (2010)

Assistance Plan for
Aeronautical
Accident Victims
and Support to their
Families (2005)

The Provisions on
the Emergency
Response and
Family Assistance
Relating to Civil
Aircraft Flight
Accidents (2006)

Plans for
Assistance in Case
of Aircraft Accidents
(2006)

Japanese
Transportation
Safety Board and
Ministry of Land,
Infrastructure,
Transport and
Tourism (2012)

Family Assistance
Code

International Family Assistance Legislation

National Transportation Safety Board



ICAO Family Assistance Initiatives

- **2001:** ICAO Circular 285: Guidance on Assistance to Aircraft Accident Victims and Their Families
- **2010-2011:** Circular 285 revision task force
 - NTSB lead, States, carriers, family members
- **2012-2013:** Assistance to Aircraft Accident Victims Policy Task Force
 - ICAO Policy document on family assistance
 - Updated Circular 285 is basis
 - Australia, Brazil, Canada, China, France, India, Japan, Singapore, South Africa, Spain, U.S, IATA, IFALPA, family group representatives (Spain, France, Brazil, U.S.)
 - Policy and updated Circular would be issued simultaneously



Crew Family Members: Areas of Consideration

- TDA and carrier access to crew family members
 - Equal treatment for rev/non-rev
 - Investigative briefings
 - Attendance vs. Conference bridge
 - Investigative requirements
 - 72 hour history, etc.
 - Site visit coordination w/crew family members

