



National Transportation Safety Board

Managing Communications Following a Major Aviation Accident or Incident

TRANSPORTATION DISASTER ASSISTANCE

Junta de Investigación de Accidentes
de Aviación Civil

April 14, 2016

transportation disaster assistance

MISSION

Coordinates and provides additional resources to the airline and local government to help those affected (survivors, family members) throughout accident investigation process



NTSB

National Transportation Safety Board Transportation Disaster Assistance Division



Transportation Disaster Assistance Point Paper

What is the NTSB?

The National Transportation Safety Board (NTSB) is an independent federal agency charged with investigating and determining the probable cause of all civil aviation accidents in the United States and selected accidents in rail, highway, marine, and pipeline operations. The NTSB has no authority to regulate the transportation industry, which is the responsibility of the Department of Transportation. Safety recommendations developed from NTSB investigations are aimed at preventing accidents from occurring and are issued to public and private organizations in a position to improve transportation safety.

What is TDA?

The NTSB's Transportation Disaster Assistance Division (TDA) coordinates the resources of federal, state, and local agencies, transportation carriers, and the American Red Cross, in order to assist the needs of family members and survivors following a transportation accident. TDA also serves as the primary resource for investigative information for family members and survivors.

What laws provide TDA its authority?

- These federal laws provide the legal mandates under which TDA operates:
- Aviation Disaster Family Assistance Act of 1996 (Public Law 104-264)
 - Foreign Air Carrier Family Support Act of 1997 (Public Law 105-148)
 - Rail Passenger Disaster Family Assistance Act of 2008 (Public Law 110-432)

These pieces of legislation and the associated Federal Family Assistance Plan for Aviation and Rail Passenger Disaster outline the responsibilities of the NTSB, the transportation carriers, the American Red Cross, and supporting federal agencies following an accident within the following criteria apply:

- Legislated Aviation Accidents:**
- Accidents in US or territories
 - Major domestic and foreign air carriers (Part 121/129)
 - Major loss of life
- Legislated Rail Accidents**
- Accidents in US
 - Interstate rail passenger carrier (Amtrak)
 - Intra-state high speed rail passenger carriers
 - Intra- and interstate high speed rail passenger carriers
 - Major loss of life
 - Exceptional: subway and light commuter, tourist, historic, scenic, or excursion rail carriers

How are families assisted after an accident?

Federal, state, and local agencies, transportation carriers, and the American Red Cross work together with the guidance of TDA to ensure that the needs of family members and survivors are being addressed. Typical family assistance operations required under these pieces of legislation involve the following areas:

Family Assistance Center
The Family Assistance Center (FAC) is a secure meeting place established by the transportation carrier for family members, survivors, and friends to obtain services and receive information about the investigation. The FAC remains open throughout the on-scene work. Personnel from TDA, the American Red Cross, the transportation carrier, and federal, state, and local agencies visit the FAC.

Daily Family Briefings
While on-scene, TDA coordinates briefings for family members, survivors, and friends at the FAC. These family briefings provide information on the progress of the investigation, and agency responsibilities (such as victim identification), and available family assistance services. Following the on-scene phase, TDA maintains contact with families and survivors throughout the NTSB investigative process.

Personal Effects
The collection, processing, and return of personal effects are the responsibility of the transportation carrier and the local medical examiner or coroner.

Crisis Counseling Services
Professional crisis counseling services are available through the American Red Cross to family members, survivors, and friends while on-scene at the FAC. Upon their return home, short-term crisis intervention services are also available through local chapters of the American Red Cross with coordination by TDA.

Victim Recovery and Identification
Victim recovery, identification, and death certification are the responsibility of the local medical examiner or coroner. TDA can coordinate technical expertise to assist in this process. The Department of State secures translation services, provides official notification to foreign governments, assists with visa services, and facilitates consular services.

Assisting Families of Foreign Citizens
The Department of State secures translation services, provides official notification to foreign governments, assists with visa services, and facilitates consular services.

**National Transportation Safety Board
Transportation Disaster Assistance Division**
490 L'Enfant Plaza East, SW
Washington, DC 20004

www.ntsb.gov/tad
202-314-6185
assistance@ntsb.gov

NTSB @ NTSB



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U.S. Family Assistance Legislation

- 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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Fundamental Concerns of Family Members

Notification of Involvement



What happened and is my loved one involved?

Victim Accounting



Where is my loved one?

Information and Resources



How do I get information and support?

Personal Effects



Where are their belongings?



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The TDA plan is the responsibility of the carrier

- Having a DOT-approved family assistance plan is required of airlines and passenger railroads operating in the US.
- When an accident occurs, implementing the plan is the responsibility of the carrier. (the airline or railroad)

NTSB coordinates and provides additional resources to the airline/rail carrier and local government to help victims and their families.

NTSB DOES NOT provide the actual family support activities.



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Asiana flight 214



- July 6, 2013
- San Francisco, California
- 3 Fatalities

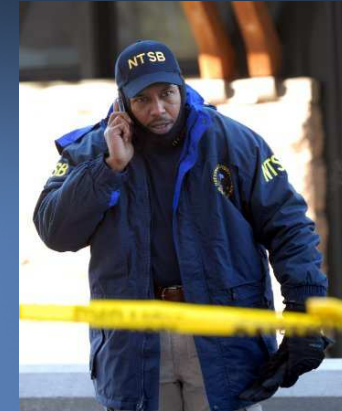


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Coordination with the Local, State, Federal Family Assistance Response Community & Transportation Industry



Facilitating victim recovery and identification; East Coast Jets Flight 81; Owatonna, MN

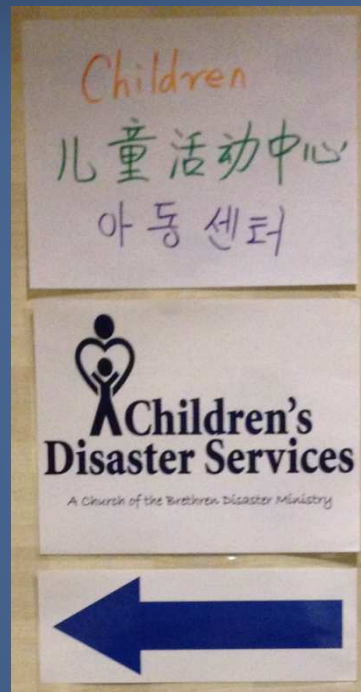


Asiana 214



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Victim Services/Disaster Mental Health Support



Asiana 214



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Coordinate Family Briefings



Amtrak Train 188



Comair 5191



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Coordinate Site Visits



Continental Connection 3407



Asiana 214



Continental Connection 3407

NTSB Training Center Ashburn, Virginia

Transportation Disaster Assistance –
Family Assistance
(two courses per year)

September 26-28, 2016



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NTSB Office of Transportation Disaster Assistance

1-202-314-6185

<http://www.nts.gov/tda/Pages/default.aspx>



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