

What kind of information can I expect to receive from the NTSB?

The NTSB only releases verified factual information. Typically there is very little confirmed factual information during the on-scene portion of our investigation. Validated factual information may be released, in an appropriate context, at any time during an investigation. Family members may request a verbal briefing by the IIC or the TDA representative regarding the progress of the investigation at any time. The NTSB will not speculate about any aspect of an investigation or offer any analysis about the probable cause while on-scene. Determining the probable cause of the accident and generating safety recommendations to prevent similar accidents from reoccurring is a complex process, often requiring 9 to 12 months of work following the on-scene investigation.

Each case is unique.

If you have additional questions or concerns, please feel free to contact us.

Be sure to state the date and location of the crash and if you were involved in the accident or are a family member. If you email or leave a message, we will try to respond by the next business day.



The NTSB may issue safety recommendations at any time during the investigation.

Supporting resources that may provide additional information include:

NTSB Office of Transportation Disaster Assistance

Direct: 202-314-6185

Toll Free: 800-683-9369

e-mail: assistance@ntsb.gov

Internet: <http://www.nts.gov>

NTSB Public Inquiries Branch

Direct: 202-314-6551

Toll Free: 800-877-6799

e-mail: pubinq@ntsb.gov



Information for Family and Friends

REGIONAL ACCIDENT INVESTIGATIONS

National Transportation Safety Board
Office of Transportation
Disaster Assistance

490 L'Enfant Plaza, S.W.
Washington, D.C. 20594-2000

202-314-6185
1-800-683-9369
<http://www.nts.gov>

As a family member or friend of a victim of a transportation accident, you may have many questions about the National Transportation Safety Board and the role we will play in your life in the next days, weeks and months. This pamphlet was created to answer some of your initial questions and to give you a mechanism to obtain information as the investigation proceeds.

What is the NTSB?

The National Transportation Safety Board (NTSB) is an independent Federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in other modes of transportation - railroad, highway, marine, and pipeline. The NTSB determines the probable cause of accidents and issues safety recommendations aimed at preventing future accidents. The NTSB operates independently from the Department of Transportation (DOT).

The NTSB is composed of five Board Members who are nominated for five-year terms by the President and confirmed by the Senate. Two of the Members are designated by the President to serve as Chairman and Vice-Chairman for two-year terms. The Board's headquarters are in Washington, D.C., with regional offices in Anchorage, Atlanta, Chicago, Dallas-Fort Worth, Denver, Los Angeles, Miami, Parsippany, NJ, and Seattle.

How will this accident be investigated?

The NTSB may send at least one investigator to an accident. He or she is the "Investigator-In-Charge" (IIC) and is responsible for managing all aspects of the investigation, both on-scene and after. The IIC has sole discretion to designate parties who will participate in the investigation. Parties are those persons, government agencies, companies, and associations whose employees, functions, activities, or products were involved in the accident and who can provide suitable qualified technical personnel to assist in the investigation.

An investigation results in three main documents:

1. A preliminary report, typically completed within five days of the accident, contains information revealed after the on-scene portion of the investigation and provides a synopsis of the accident sequence. The information in this report may change as the investigation proceeds.
2. A factual report, which may take 9 to 12 months, contains all confirmed factual information and other supporting documents gathered over the course of the investigation. Factual reports range in length from a few to several hundred pages. If additional relevant factual material is developed after the release of the factual report, it will be added to the public docket.
3. An accident brief describing the probable cause of the accident will be released in 9 to 12 months. This report is a 1 to 2 page document, supported by factual reports.

Why an investigation takes so long to complete?

The NTSB is responsible for investigating every civil aviation accident in the United States and its territories. Each of our investigators work multiple accident investigations with the goal of producing highly accurate reports. Because each investigation is methodical and scientifically reviewed, determining the length of an investigation is difficult.

How can I get information about the progress of an investigation?

The IIC is the authorized spokesperson at the accident scene concerning the accident investigation. If the IIC is unable to brief family members because of his or her investigative duties, questions may be referred to the NTSB's Office of Transportation Disaster Assistance (TDA). Based in Washington, D.C., they can be reached at 800-683-9369 or via email at assistance@ntsb.gov. At some accidents, a member of the TDA staff may be present on-scene. If so, they will work with the IIC to provide factual information to family members.

Detach this business card along the perforated edge to keep with you.



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Office of Transportation
Disaster Assistance

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