



**National
Transportation
Safety Board**

Transportation Accident Family Assistance:

Overview of U.S. Family Assistance Legislation

Fundamental Concerns of Family Members

Notification of Involvement



Is my loved one involved?

Victim Accounting



Where is my loved one?

Information and Resources



How do I get information and support?

Personal Effects



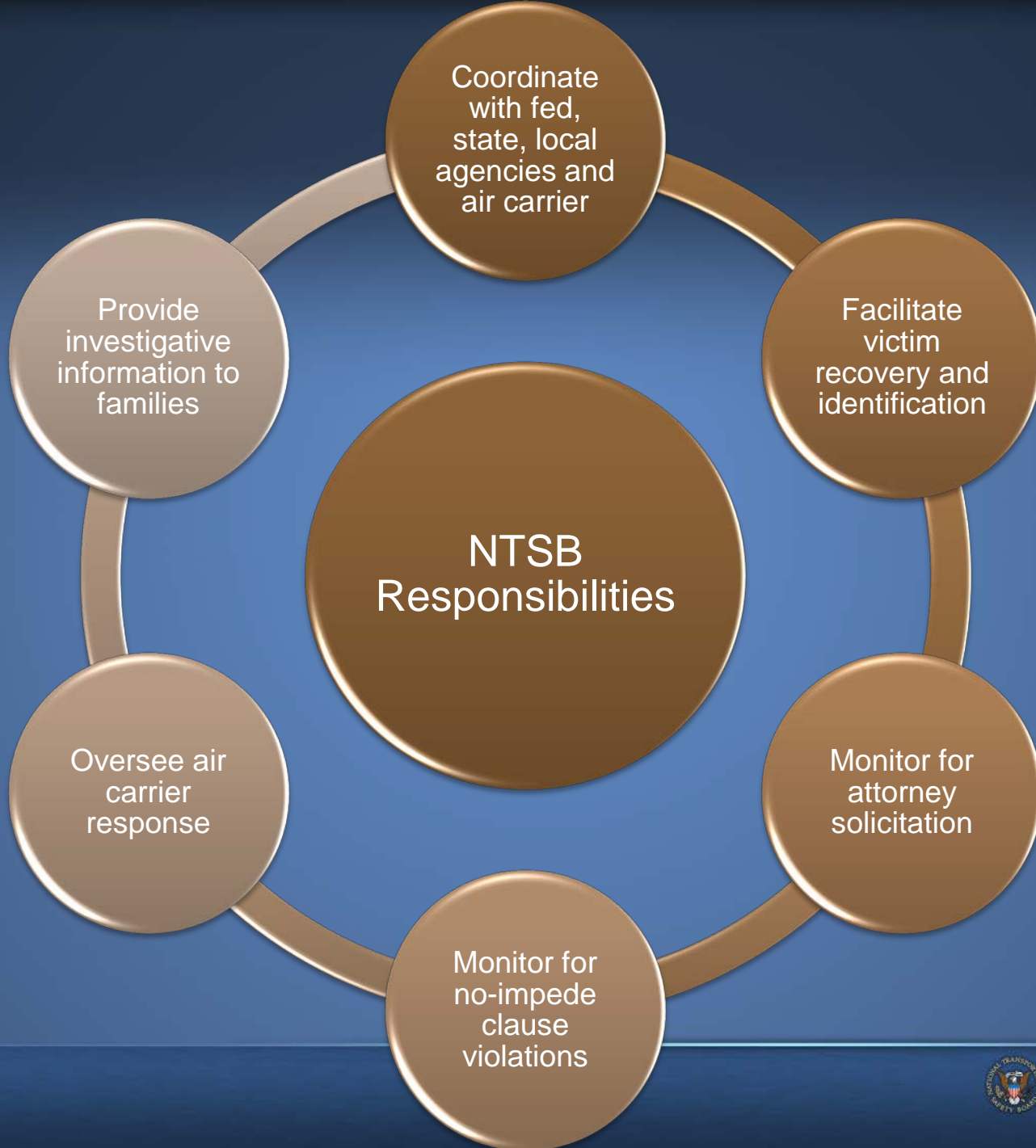
Where are their belongings?

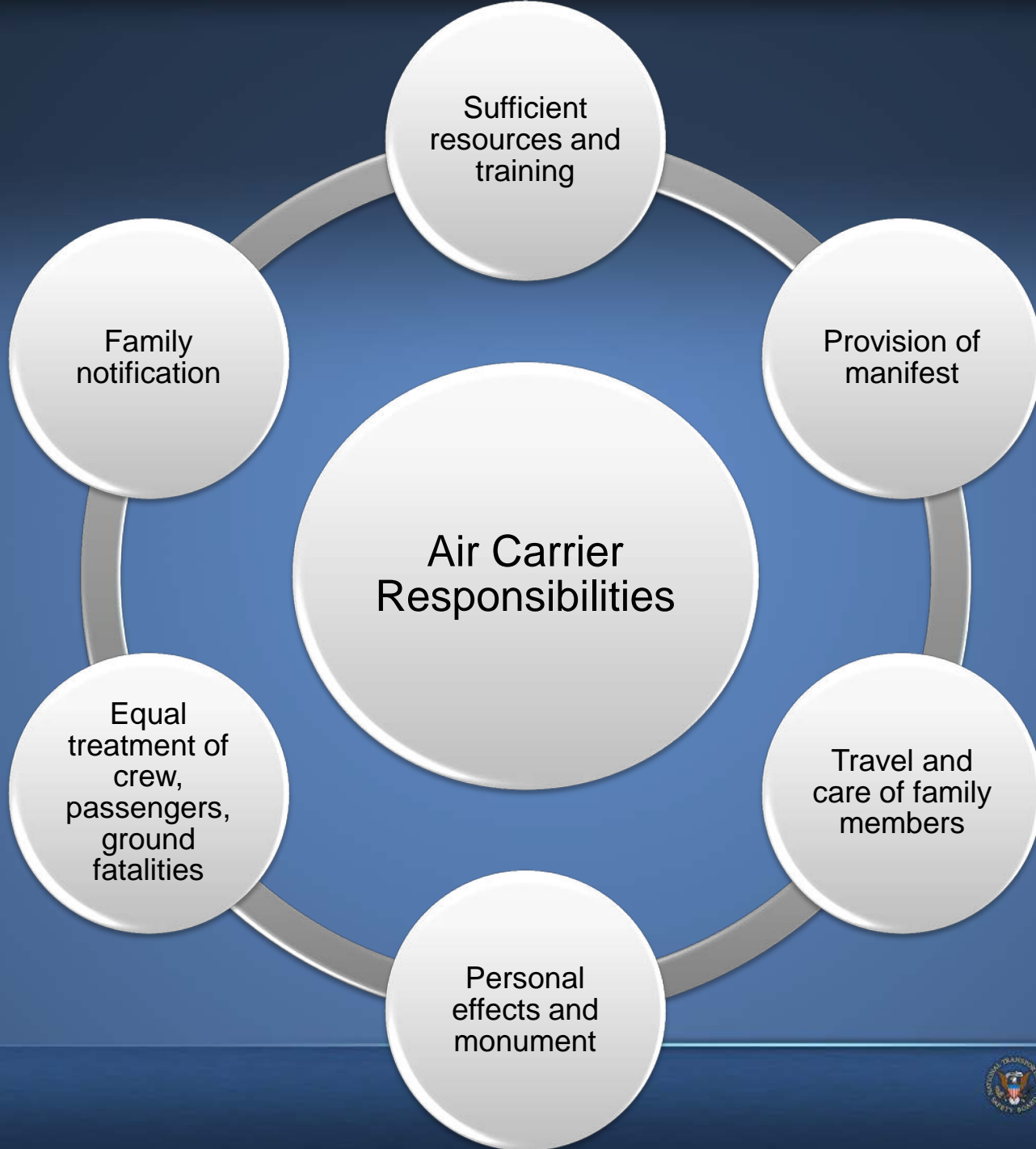
U.S. Family Assistance Legislation

Criteria for accident to qualify as “legislated”

- Occurred in US or territories
- Major loss of life
- Aviation DOT Certificate of Public Convenience & Necessity
- Interstate intercity rail passenger carrier







Primary Partner Agencies – Aviation/Rail Accident



Air/Rail Passenger Carriers
 Family Assistant Teams
 Logistics



Emergency Management Agencies
 First Responders
 Medical Examiner/Coroner
 Airport Authority
 Other Support Agencies

Local/State

Department of Homeland Security (DHS)
 Communications
 FAC Security



American Red Cross
 Disaster Mental Health Services
 Disaster Health Services
 Spiritual Care
 Child Care
 Mass Care



Department of State
 Assistance to US Citizen overseas
 Foreign Citizen & Government
 interfacing



Department of Health & Human Services (HHS)
 AM & PM Data Collection
 Morgue Operations



Federal Bureau of Investigation (FBI)
 Evidence & Wreckage Documentation
 Fingerprint ID Support
 Victim Assistance Support



Department of Defense (DOD)
 AM & PM Data Collection



NTSB

ICAO Initiatives

- Manual (Doc 9973)
 - Contains guidance to assist States in implementing policies.
- Annex 9
 - 8.46 Recommended Practice. Contracting States should establish legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families.



Transportation Accident Family Assistance in the U.S.

- Independent and transparent safety investigation
- Single lead agency and effective partnerships
- Address core needs of family members
- Empathy supported by knowledge



Media Management



NTSB

Why do we talk to the press?

- Official source of independent accident information
-
- Transparency fosters confidence
- If we don't someone else will
- Manage rumors and leaks



What do we talk about?

- Factual information
- Never speculate
- Never release:
 - Names of passengers (crew names may appear in some documents)
 - CVR audio
- Monitor coverage & respond to inaccuracies by contacting media outlet





QUESTIONS?



NTSB