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?
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
NTSB Responsibilities

- Coordinate with fed, state, local agencies and air carrier
- Facilitate victim recovery and identification
- Monitor for attorney solicitation
- Monitor for no-impede clause violations
- Oversee air carrier response
- Provide investigative information to families

NTSB
Air Carrier Responsibilities

- Sufficient resources and training
- Family notification
- Provision of manifest
- Equal treatment of crew, passengers, ground fatalities
- Travel and care of family members
- Personal effects and monument
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
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?