



AIR CARRIER AVIATION ACCIDENT NOTIFICATION FLOW

The following steps provide air carriers guidance for reporting aviation disasters resulting in fatalities that occur within the United States, its territories, or its possessions. The process describes the recommended flow to be used when the air carrier will be activating their family assistance program.

STEP 1: Notify the NTSB immediately of a fatal aviation accident in accordance with 49 CFR 830.5. (performed by air carrier operations center or safety department)

1. **CALL NTSB RESPONSE OPERATIONS CENTER (ROC):**
 - a. **202-314-6290**
2. **Provide the following information (49 CFR 830.6) to the Response Operations Center Coordinator:**
 - a. Type, nationality, and registration marks of the aircraft
 - b. Name of owner, and operator (air carrier name) of the aircraft
 - c. Name of Pilot In Command (number of crew)
 - d. Date and time of the accident
 - e. Last point of departure and point of intended landing of the aircraft
 - f. Accident location (Position of the aircraft with reference to some easily defined geographical point)
 - g. Number of persons aboard, number of fatalities, and number seriously injured
 - h. Nature of the accident, the weather conditions, and the extent of damage to the aircraft, as known
 - i. A description of any hazardous material onboard (to include - explosives, radioactive materials, or other dangerous articles carried)
3. **Provide an air carrier primary point of contact and phone number for the NTSB Investigator-In-Charge (IIC) to call for further information**

STEP 2: Notify Transportation Disaster Assistance Division (TDA) of air carriers activation of family assistance plan. This occurs about 1 hour after initial notification. (reference: NTSB Federal Family Assistance Plan for Aviation Disasters)

1. **Call NTSB RESPONSE OPERATIONS CENTER (ROC)**
 - a. **202-314-6290**
2. **Ask for the TDA Duty Officer**
3. **Provide following information:**
 - a. Place (or general vicinity) of accident, number of passengers and crew (based on preliminary departure information), and number of injuries and fatalities (if known)
 - b. Flight number, origination, connection points, destination, demographics of passengers (if known), and whether the flight was domestic or international
 - c. Name and telephone number of the person/persons in charge of the air carrier's humanitarian response, passenger manifest reconciliation, and family notification process
 - d. Name, telephone number, and location of the facility designated as the Family Assistance Center (FAC) and JFSOC



STEP 3: Complete the “NTSB TDA Accident Notification Supplemental Information Worksheet” (Located on NTSB TDA Resources webpage)

1. Form link:
2. <https://www.nts.gov/tda/Pages/resources.aspx>
3. EMAIL worksheet to TDA:
 - a. EMAIL: assistance@nts.gov

STEP 4: Upon request, provide the NTSB TDA CHIEF or Designated TDA Representative the most current reconciled copy of the passenger & crew manifest

Manifests should be submitted in .CSV (comma separated value) format. The file should include the date, time and a version number submission. The following information should be included (when applicable):

Last Name
First Name
Middle Name
Seat Assignment
Passenger Category (i.e. passenger, crew member, non-rev)
Passenger Contact Information
Special Assistance Codes (i.e. Wheelchair required)
Date of Birth
Gender
Nationality
Emergency Contact Information

Send Manifest by one of the following and include in the subject line:

- a. **“URGENT MANIFEST URGENT (FWD to TDA)”**
- b. Submit by EMAIL
 - i. roc@nts.gov
 - ii. assistance@nts.gov

STEP 5: Air Carrier Family Assistance Team Leadership will establish a conference call with TDA Duty Officer and/or Director within 4 hours from time of accident

1. **Contact TDA Duty Officer or TDA Air Carrier Liaison**
2. **Conference call agenda items:**
 - a. Status of emergency response and family assistance plan activation
 - b. Air Carrier’s publicized toll-free telephone number
 - c. Friends and Relatives Center locations and status
 - d. FAC location(s) and activation status
 - e. Air Carrier’s Go-Team Status
 - f. Status of notification process to family members of passengers
 - g. Air Carrier’s Family Assistance/ Emergency Response Point of Contact(s)
 - h. Air Carrier’s FAC Senior Representative



- i. Manifest updates and crew/passenger accountability
- j. Additional information as needed

NTSB TRANSPORTATION DISASTER ASSISTANCE CONTACT INFORMATION:

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| 1. NTSB RESPONSE OPERATIONS CENTER (ROC): | 202-314-6290 |
| 2. NTSB ROC EMAIL: | roc@ntsb.gov |
| 3. NTSB TDA DIRECT LINE: | 202-314-6185 |
| 4. NTSB TDA EMAIL: | assistance@ntsb.gov |