



## **Air Carrier Aviation Disaster Family Assistance Act Assurance Submission Guidance**

The Aviation Disaster Family Assistance Act of 1996 and the Foreign Air Carrier Family Support Act of 1997 require that air carriers with a Department of Transportation (DOT) Certificate of Public Convenience and Necessity and foreign air carriers with a foreign air carrier permit shall submit to the Secretary of the DOT and the Chairman of the National Transportation Safety Board (NTSB) through the NTSB Transportation Disaster Assistance Division (TDA) a plan for addressing the needs of the families of passengers involved in and any other victims affected by an aircraft accident involving an aircraft of the air carrier and resulting in any loss of life. The contents of the plan should address, at a minimum, how the air carrier will comply with the 18 assurances identified in the above-mentioned family assistance acts.

Please find below a guide to assist air carriers in reviewing their plans on file with the DOT, how to submit a new plan, or updating existing plans. Also attached is guidance for submitting a copy of the family assistance plan to the NTSB TDA and providing additional information for emergency contact information.

### **Department of Transportation**

- I. DOT Air Carrier Assurances can be found on-line at:
  - a. <http://www.regulations.gov>
    - i. For Foreign Air Carrier Plans, enter in the search box:  
**DOT-OST-1998-3304**
    - ii. For US Domestic Air Carrier Plans, enter in the search box:  
**DOT-OST-1996-1960**
  
- II. To file a new air carrier assurance plan or update an existing plan with the DOT, select only one of the following methods:
  - a. Submit On-line:
    - i. Foreign Air Carrier: <https://www.regulations.gov/document/DOT-OST-1998-3304-0300>
    - ii. Domestic Air Carrier: <https://www.regulations.gov/document/DOT-OST-1996-1960-0001>
    - iii. Click on the Blue "Comment" button under the U.S. DOT/OST – Title area
    - iv. In the comment box, enter the air carrier name
    - v. In the "What is your comment about?" area select "Supporting/Supplemental Materials" from the dropdown.



- vi. Under "Attach Files", you may "drag and drop files or select "Browse" to attach assurance plan
- vii. Email Address
  1. Input your email address
  2. Select check box if you would like to receive email confirmation of submission
- viii. reCAPTCHA
  1. Select checkbox "I'm not a robot"
- ix. Click "Submit Comment" button

b. Submit by Mail:

- i. Provide a cover letter with the correct docket number reference (see sample cover letter)
  1. Include air carrier name
  2. Statement providing whether the filing is for a new air carrier or an update to an existing plan already on file

Mailing Address:

3. Docket Operations Facility  
Air Carrier Docket Number Reference: \_\_\_\_\_  
U.S. Department of Transportation  
West Building Ground Floor, Room W12-140  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

**NTSB Transportation Disaster Assistance Division**

- I. NTSB TDA maintains copies of air carrier family assistance plans for the NTSB
- II. Air carriers will include a 24-hour emergency response contact number with plans submitted to the NTSB TDA.
  - a. This is a telephone number the NTSB can use to communicate with an air carrier for confirmation or notification of an aviation disaster at any time of the day.
- III. For Foreign Air Carrier plans submitted to NTSB TDA, foreign air carriers should include a cover letter indicating use of Substitute Measures and a description of these measures in accordance with the Foreign Air Carrier Family Support Act of 1997.



- IV. To file a new air carrier assurance plan or update an existing plan on file with the NTSB, select one of the following methods:
- a. Submit by Email:
    - i. [kimberly.frierson@ntsb.gov](mailto:kimberly.frierson@ntsb.gov)
  
  - b. Submit by Fax
    - i. Kim Frierson  
  
(202) 688-2546
  
  - c. Submit by Mail:
    - i. National Transportation Safety Board  
Transportation Disaster Assistance Division  
Air Carrier Docket Number Reference: \_\_\_\_\_  
ATTN: Kim Frierson  
490 L'Enfant Plaza East, S.W.  
Washington, DC 20594
- V. Air carriers should update existing plans and/or cover letters on file with the NTSB when any of the following occur:
- a. A change in the air carrier's 24-Hour Emergency Contact Number or dispatch/operations center number.
  - b. A change in the air carrier's name on the FAA operating certificate or a change in the business name of the air carrier.
  - c. A change in the air carrier's operator or business partner agreement (d.b.a.).
  - d. A change or update in family assistance services provided under an agreement associated with the operator's codeshare alliance/partnership or when making a change to a new or different service provider.
  - e. Required by the DOT under revision of the Public Law governing Aviation Disaster Family Assistance Act of 1996 or the Foreign Air Carrier Family Support Act of 1997.