



**FEDERAL FAMILY ASSISTANCE PLAN
FOR
RAIL PASSENGER DISASTERS**

**Prepared by
National Transportation Safety Board
Office of Transportation Disaster Assistance**

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PURPOSE

This plan assigns responsibilities and describes the rail passenger carrier and Federal response to a rail passenger accident involving a significant number of passenger fatalities and/or injuries. This document is referred to as a “plan” however it is designed to serve as guidance. Organizations having responsibilities under the legislation should develop procedures specific to their role.

IMPLEMENTATION

This plan shall be executed in full or part by the Director, Office of Transportation Disaster Assistance (TDA), under the direction of the Chairman, National Transportation Safety Board (NTSB).

1. The Director, TDA, shall recommend to the Chairman activation of the plan or portions thereof.
2. Federal agencies having responsibilities under this plan shall manage their resources while supporting the NTSB in accordance with the above references. (For purposes of this document the terms “Federal agencies” and “Federal staff” includes the American Red Cross.)
3. The NTSB, through its communications center or through TDA staff, will notify Federal agencies to activate planning and coordinate with the passenger rail carrier an appropriate response based upon the magnitude of the rail passenger accident. As factual information about the accident is confirmed, additional resources may be requested to support the overall family assistance response. Upon direction from the Director, TDA, the NTSB communications center or TDA staff will notify any or all of the following operations centers:
 - a. American Red Cross
 - b. Department of State (DOS)
 - c. Department of Health and Human Services (DHHS) Secretary’s Operations Center
 - d. Federal Bureau of Investigation Operations Center (FBI – SIOC)
 - e. Federal Emergency Management Agency (FEMA)
 - f. Department of Defense (DOD)
 - g. Department of Homeland Security (DHS)
4. Under the Rail passenger Disaster Family Assistance Act of 2008, the NTSB coordinates Federal government resources to support local and state governments and the passenger rail carrier in meeting the needs of rail passenger disaster victims and their families. Crisis intervention, medicolegal/forensic services, communication with foreign governments, and translation services are among the Federal government services available to assist local authorities and the passenger rail carrier.

5. Local government emergency services should provide a representative to the Joint Family Support Operations Center (JFSOC) to help coordinate the local, passenger rail carrier, and Federal responses. Details of the JFSOC are provided in appendix C.
6. Local authorities maintain the jurisdictional responsibilities in regard to the initial accident response, recovery, security, site cleanup and medicolegal operations while the NTSB leads the rail passenger accident investigation. The NTSB has primary federal responsibility for the recovery and identification of fatally injured victims and, in this capacity, can augment local medicolegal response resources with federal agency support and personnel.
7. If a criminal act is believed to have caused the accident, the FBI becomes the lead investigative agency and will be supported by the NTSB.
8. The passenger rail carrier has a fundamental responsibility to victims and their families affected by a rail passenger disaster. The passenger rail carrier is primarily responsible for family notification and all aspects of victim and family logistical support. The Rail Passenger Disaster Family Assistance Act of 2008 (Appendix A) places the passenger rail carrier, as well as other support organizations, in a collaborative relationship with families.
9. All personnel involved in providing services to assist the victims and their family members should be trained in crisis response and must demonstrate compassion, technical expertise, and professionalism. Information provided by family members and victims through discussions, interviews, counseling, and any other form of exchange of personal information should remain confidential and shall not be used for future litigation purposes in any court, inquest, investigation, administrative hearing or like venue.
10. Under the Title V- Rail Passenger Disaster Family Assistance Act of 2008 and this Plan an employee of a rail passenger carrier aboard a train is considered a passenger.

SCOPE

This plan pertains to any passenger rail accident as defined in the Rail Passenger Disaster Family Assistance Act of 2008. As defined, the rail passenger accident must result in major loss of life and occur in the provision of interstate intercity rail passenger operations or interstate or intrastate high-speed rail operations. The legislation does not apply to tourist, historic, scenic, or excursion rail carriers.

ASSUMPTIONS

1. The Chairman of the NTSB will request Federal agencies to support the NTSB in accordance with the references included in Appendix A.
2. Pursuant to the Rail Passenger Disaster Family Assistance Act of 2008, the NTSB has the primary federal responsibility for facilitating victim recovery and identification. It is understood that the presiding medical examiner or coroner has the jurisdictional responsibility for victim recovery and identification. (It is noted that there are differences between a medical examiner and coroner. For the purposes of this document, the term "medical examiner" is used interchangeably with "coroner.") To ensure adequate resources for the medical examiner to accomplish their jurisdictional responsibilities, the NTSB coordinates the resources of various federal agencies to effect victim recovery and identification. The NTSB supports the use of state and local mass fatality teams and other trained experience personnel under the direction of the medical examiner.
3. For purposes of this document, the terms "family," "family members," "friends," and "relatives" are considered as all-inclusive as pertaining to those people who have a relationship to a person involved in the accident. Although these terms have slightly different meanings, they are used interchangeably throughout the plan.
4. Large numbers of family members of those killed in the accident will travel to the city closest to the accident and will utilize the accommodations provided by the passenger rail carrier. The remainder of the family members will remain at their local residence.
5. Most, if not all, families of seriously injured personnel will travel to the location where the injured are hospitalized, and once the injured are released from the hospital, they will return home.

GENERAL MISSION TASKS

The family assistance mission tasks following a rail passenger accident are:

1. Initial notification to family members of victims involved in the rail passenger accident based on manifest documents and other available information.
2. Monitor search and recovery operations and offer assistance where needed.
3. Determine the status and location of injured victims.
4. Obtain approval of the local medical examiner for Federal assistance to assist in the identification of fatalities and the notification to their families.
5. Provide crisis intervention, logistical support and services to victims and their family members.
6. Provide daily briefings to families on the progress of recovery efforts, identification of victims, the investigation, and other areas of concern.
7. Arrange for a memorial service if desired by families.
8. Provide for the return of personal effects.
9. Maintain contact with victims and their families to provide continuous updates regarding the progress of the investigation and other related matters, both at the accident location and once the families return home.

RESPONSIBILITIES

Seven Victim Support Tasks (VSTs) identify the response requirements assigned to participating organizations. The seven VSTs are:

1. NTSB
2. Passenger rail carrier
3. Family Care and Mental Health (American Red Cross)
4. Victim Identification Services (DHHS/ASPR and DOD)
5. Assisting Families of Foreign Victims (DOS)
6. Communications (DHS/FEMA)
7. Assisting Victims of Crime (DOJ/FBI OVA)

Because each rail passenger accident is unique, the following responsibilities may be employed fully, partially, or not at all.

VICTIM SUPPORT TASK 1: National Transportation Safety Board

1. Coordinate Federal assistance and serve as a liaison between the passenger rail carrier and family members.
2. Provide an NTSB toll free number (800-683-9369) and email address (assistance@ntsb.gov) to family members for them to obtain information on the victim recovery and identification effort, accident investigation, and other concerns. This number will normally be provided to families during the final family briefing. The NTSB will coordinate with the passenger rail carrier to provide, through the passenger rail carrier family representatives, the above contact information to families who do not travel to the accident city.
3. Request a copy of the passenger list from the passenger rail carrier.
4. Review with the passenger rail carrier the logistical needs of the families, giving special consideration toward security, quality of hotel rooms and facilities, and privacy for family members.
5. Integrate local and Federal government officials and passenger rail carrier staff to form a JFSOC to coordinate services for families.
6. Coordinate assistance efforts with local and state authorities, including the medical examiner, local/county/state law enforcement, emergency management agency, hospitals, and other emergency support personnel.
7. Maintain communications with the passenger rail carrier to receive updates regarding the status of the notification of victims' families of passengers who were on board the train.
8. Conduct daily coordination meetings with the passenger rail carrier and local and Federal government representatives to review daily activities, resolve problems, and synchronize future family support operations and activities. See Appendix D for an example of information required for the daily coordination meeting.
9. Provide and coordinate family briefings with those families at the accident city and those families who do not travel to the accident location.
10. Discuss with the medical examiner the capabilities of their office staff to conduct victim identification. Examine capabilities of local/state mass fatality teams and procedure to use the team in the identification process. Discuss strategies for collecting antemortem information and other factors influencing victim identification. Discuss the use of DMORT and the standard procedures used by DMORT in support of NTSB responses.
11. Discuss with the medical examiner the subject of victim identification, in particular the use of DNA analysis. Explain that NTSB typically coordinates with the Armed Forces DNA

Identification Laboratory for DNA identification and, if used, will provide staff to collect post mortem and antemortem/family reference DNA samples.

12. At the discretion of the NTSB Investigator in Charge (IIC), coordinate a visit to the accident site for family members. If the IIC agrees that such a visit will not impede the investigation and would be considered safe for family members, then planning for the visit will commence.
13. Provide information releases to the media, in coordination with the NTSB Office of Public Affairs, pertaining to the types of federal support available to assist family members.
14. Maintain contact with family members to keep them informed about the victim recovery and identification effort, accident investigation, and other accident related concerns.
 - a. In some cases, factual reports written by the NTSB investigators and associated investigative materials are made available in a public docket posted on the NTSB website several months after the date of the accident. Families should be informed prior to the reports being made public and provided information on where they can access the docket.
 - b. If the NTSB decides a public hearing is necessary for the purpose of the investigation, families will be notified of the date, time, and location. The hearing is designed to gather additional facts from individuals selected to testify. Travel and lodging for the hearing is at the family's expense. Families will be provided seating and copies of official exhibits discussed at the hearing. NTSB public hearings are webcast through the NTSB website at www.nts.gov.
 - c. Families will be informed of the date, time, and location of any Board meeting to be held at the NTSB, Washington, DC, headquarters (travel will be at the families' expense). At the meeting the NTSB investigative staff presents to the Board a draft accident report for member discussion and approval. This report documents the NTSB's findings, determination of the probable cause of the accident and recommendations to prevent future rail passenger disasters. Board meetings are webcast through the NTSB website (www.nts.gov).
15. If the accident is determined to be the result of a criminal act, the NTSB TDA staff may assist the FBI Office for Victim Assistance (OVA) in family assistance support.
16. Consolidate and review After Action Reports (AAR) to resolve problem areas and update operating plans and procedures.

VICTIM SUPPORT TASK 2: Passenger Rail Carrier

1. Notify the NTSB communications center or TDA staff immediately upon knowledge of an accident. The following information must be provided:
 - Location (city/state) or general vicinity of the accident
 - Conditions at the accident site (post-crash fire, water, etc)
 - Number of passengers and crew on board
 - Number of injuries and fatalities (if known)
 - Train number/name, origination and destination
 - Demographics of passengers (if known)Name and telephone number of the person/persons in charge of the passenger rail carrier's humanitarian response, passenger manifest reconciliation, and family notification process.
Name, telephone number, and location of the facility designated as the Family Assistance Center (FAC) and JFSOC.
2. Provide the NTSB, the DOT Secretary, and the DHS Secretary, upon request, the most current reconciled copy of the passenger list based on the best available information at the time. Each copy should be numbered or annotated indicating the date and time so that it is distinguishable from previous copies. The carrier shall use reasonable efforts, with respect to its unreserved trains, and passengers not holding reservations on its other trains, to ascertain the names of passengers aboard a train involved in an accident. The list should also indicate which passenger names have been verified.
3. Provide a reliable publicized toll-free telephone number with sufficient capacity and staff to handle the anticipated call volume within four hours after the accident. Although not required, consider providing teletypewriter (TTY) capability.
4. When disseminating the toll-free number, the carrier should ask the media to inform the public that the toll-free number should only be used by individuals who have reason to believe a family member or friend was a passenger on the accident train.
5. The media notice should emphasize that upon initial contact with the passenger rail carrier, callers will receive basic accident information and point of contact information for affected family members in order to initiate passenger rail carrier humanitarian support.
6. The media should be asked to reemphasize the rail passenger carrier involved, the train name/number, origin/destination, and any other pertinent information.
7. Provide the media with continuous updates on the progress of the notification process, such as providing the number of victims' families notified as of a certain time and the number remaining to be notified. This process will continue until all victims' families have been notified.
8. Passenger rail carriers should modify their normal "on hold" messages during an accident, to eliminate music, sales information, and similar non-accident related messages.

9. Provide timely notification to family members of passengers. Suitably trained passenger rail carrier employees will be used for this process.
10. Provide notification to family members prior to releasing passenger names to the public. Family members should be given adequate time to notify other family members and friends prior to public release of the victim's name. While it may be necessary for some families to have more than one contact point with the passenger rail carrier, families may be requested to designate one primary contact point for purposes of information sharing among the family. This will allow the passenger rail carrier to use their personnel in a more efficient manner. The carrier is under no obligation to release the victim's name if family members do not wish the name to be released.
11. Family members should be informed at the time of notification or soon thereafter of American Red Cross family care and crisis assistance available at the FAC and after their return home. Requests for crisis assistance should be relayed to the American Red Cross representative who will coordinate on-scene or home area contacts for family members. For family members who do not travel to the accident location, the American Red Cross personnel on-scene can coordinate personnel at the family member's location to provide assistance.
12. Secure facilities at the departure and/or arrival stations for family members and friends who may be gathering. Be prepared to provide the necessary assistance to special needs populations per the American with Disabilities Act (ADA). This facility is designed to allow family members privacy, shielding them from the media and solicitors and serves as a secured location to receive continuous updates regarding the reconciliation of the passenger list and other accident information. Once at a secure facility, family members will meet in a private location with a passenger rail carrier employee/agent trained in crisis response to be informed that their loved one may have been on the accident train.
13. Secure a facility to be used as the FAC. Factors to consider in selecting a facility are quality of rooms and size of facility, privacy for family members, ability to secure the facility, and proximity to the accident site and medical treatment facilities. See Appendix B.
14. Make provisions for a JFSOC to include space, communication, and logistical support for the local and Federal staff. Details of the JFSOC are provided in Appendix C.
15. Provide logistical support to family members who desire to travel to the accident city (or to a hospital location), which includes, but is not limited to, transportation, lodging, meals, security, communications, and incidental expenditures.
16. Assist family members as they travel to and from the FAC location by informing train crews, flight crews and airport personnel about family members aboard particular trains or flights. At departure, connecting, and arrival stations or airports, family members should have passenger rail carrier or air carrier personnel meet and assist them while on station or airport grounds. Assist family members as they depart the FAC location and provide a contact

person who will continue to be the passenger rail carrier's interface with family members following their return to their residence.

17. Provide a contact person to meet family members as they arrive and accompany them at the FAC location. This person will be responsible for assisting the family while in the accident city and should continue to be the passenger rail carrier interface with the family until the family returns to their residence. At that time the passenger rail carrier may decide to designate a single contact person for all family members. This point of contact should be available through a toll-free phone number.
18. Maintain daily contact with family members who do not travel to the accident city by providing a contact person from the passenger rail carrier until the on-site investigation has concluded.
19. Designate an individual who will be the passenger rail carrier's representative to the Director of NTSB TDA. This individual will travel to various locations, such as the accident site, morgue, JFSOC, and FAC with the Director of NTSB TDA. The designated individual should have the authority, or ready access to those who have sufficient authority, to make decisions on behalf of the passenger rail carrier.
20. Establish an exclusive badge system to identify family members. In unique cases the NTSB, in coordination with the passenger rail carrier, will decide on the specifications of the badging system.
21. Participate and provide operational updates during daily coordination meetings to review daily activities, resolve problems, and synchronize future family support operations and activities at the FAC. This information is helpful in planning logistical support (such as meals, lodging, and transportation) and allows for an update of current and future support operations. The type of information typically discussed during the daily coordination meetings is located in Appendix D.
22. Make provisions for private areas within the hotel for medical examiner personnel and the DMORT FAC Team to collect antemortem information and DNA reference samples from families. Provide quiet space and communications for DMORT and medical examiner personnel to telephonically collect antemortem information from family members who are not at the FAC. Secure a sufficient number of rooms for DMORT/crisis counseling use. Based on NTSB experience the number of rooms required range from 4 to 12, depending on the number of fatalities.
23. Crisis counseling and DMORT facilities are also used as venues to inform families when positive identification has been made. By having the medical examiner or DMORT team representative located within the FAC, transportation of victim's remains and other logistical considerations can be better coordinated. Support requirements for planning purposes are in appendix C.

24. Provide DOS representatives the necessary information regarding foreign passengers to facilitate interaction with appropriate foreign government embassies.
25. Establish a liaison with the American Red Cross at each medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
26. Develop procedures for managing and disposition of personal effects under the control of the rail passenger carrier. Consider utilizing a third party that has experience in the return of personal effects associated with transportation disasters. As required by law, ensure provisions for unclaimed possessions (regardless of their condition) to be retained for at least 18 months from the date of the accident. Devise a process for returning possessions to the family unless the possession is needed for the accident investigation or any criminal investigation.
27. Consult with family members about the construction of any passenger rail carrier-sponsored monument, including any inscriptions.
28. As required by the Rail Passenger Disaster Family Assistance Act of 2008, provide reasonable reimbursement to the American Red Cross for the services provided to the family, passenger rail carrier, and supporting personnel.
29. Provide the same support and treatment to families of non-revenue passengers or any other victim of the accident as is provided for revenue passengers.
30. In the event the investigation determines the accident is the result of a criminal act, the passenger rail carrier will coordinate with the FBI OVA in arranging meetings with family members to explain their rights as victims of a federal crime.

VICTIM SUPPORT TASK 3: American Red Cross (Family Care and Mental Health)

1. An American Red Cross Critical Response Team (CRT) is deployed from the American Red Cross National Headquarters Disaster Operations Center (DOC) and serves as the functional leadership of family care and crisis intervention during the rail accident. The CRT will support the local American Red Cross chapter response and manage any spontaneous volunteers.
2. Assign a representative to the JFSOC to coordinate and address American Red Cross issues and family requests for assistance.
3. Coordinate and manage the numerous organizations and personnel offering counseling, religious and other support services to the operation. A staff processing center, operated away from the FAC, should be created to screen, monitor, and manage personnel (employee

and volunteer staff). The staff processing center will also be responsible for developing an exclusive badge system for personnel, matching staff skills with organizational needs, assigning work schedules, briefing and exit interview of support staff, and planning for future activities.

- a. Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations.
 - b. Crisis and grief counseling for family members who travel to the FAC location should be coordinated with passenger rail carrier personnel.
4. Employ an accounting system to accurately record cost data specific cost categories for reimbursement by the rail carrier.
5. Assess the needs and available resources of other crisis support agencies and coordinate with them to ensure ongoing emotional support for workers during the operation and provide exit interviews before departure.
6. Establish a liaison with the passenger rail carrier at each supporting medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
7. Coordinate with the passenger rail carrier to establish areas in the FAC for families to grieve privately.
8. If deemed necessary, deploy team to coordinate temporary on-site childcare services for families who arrive with young children. Ensure the team is equipped with the necessary supplies to meet the needs of children along with specially trained staff qualified to attend to children in the aftermath of a traumatic disaster.
9. If deemed necessary, deploy a Spiritual Care Response Team (SRT) to coordinate on-site spiritual care. The SRT is trained to provide spiritual care to a vast array of faiths and will manage spiritual care for the victims and their families. If desired by the families, the SRT will coordinate the planning for a suitable inter-faith memorial service within the first few days following the accident. The American Red Cross deploys an events manager to begin planning the memorial service upon a request from the family members. The American Red Cross events manager will work closely with the NTSB, passenger rail carrier and local, county and state governments to plan a suitable memorial service. The American Red Cross will also deploy a Life Safety and Asset Protection manager to the JFSOC to help ensure a safe and secure environment for Red Cross personnel on-site. It is understood and agreed that management of all safety and security issues and concerns related to site and the memorial service are the sole responsibility of the affected rail carrier, local and state law enforcement and the military, as applicable.
10. If deemed necessary, arrange a memorial service for any future burial of unidentified remains.

11. Provide families, at their request, with referrals to mental health professionals and support groups in the family member's local area.
12. Provide additional support to affected special needs or other demographically or culturally diverse populations as deemed necessary.

VICTIM SUPPORT TASK 4: Department of Health and Human Services, Assistant Secretary for Preparedness and Response (Victim Identification Services)

1. At the time of an accident and following notification by the NTSB, activate the National Disaster Medical System (NDMS) and the appropriate DMORT team personnel, supplies, and equipment to assist in the management of victim identification.
2. Assign a representative to the JFSOC to address DMORT issues.
3. Assign the necessary DMORT team members to assist the medical examiner with victim identification and medicolegal services. The configuration of team and skills required will be determined by details of the accident and the capabilities of the local medical examiner.
4. Follow the “DMORT Standard Operating Procedures for National Transportation Safety Board Activations.”
5. Provide, if necessary, a morgue facility, a DMORT Portable Morgue Unit (DPMU), and the necessary equipment and supplies to augment the local medical examiner’s capabilities.
6. Monitor the status of all incoming antemortem records to include dental, medical, and DNA data to ensure all records have been received. If not, take steps to obtain the records and data.
7. Employ a standard antemortem questionnaire and disposition of remains form that can be adapted to meet local medical examiner and state requirements. The disposition of remains form will be used to obtain directions from the lawfully authorized next of kin (NOK) regarding what he/she desires the medical examiner to do with remains that may later be identified as those of their family member. Information collected from family members is confidential and is ultimately under the control of the medical examiner.
8. Using a specially trained FAC team, interview family members who are both on site and off site for antemortem identification information and disposition of remains information.
9. Coordinate with the medical examiner to integrate qualified personnel, who are providing assistance to the medical examiner's office, into the morgue operation.
10. If necessary, assist the medical examiner with notifying family members of positive identification to include an explanation of how identification was determined.

11. Ensure the accuracy of the chain of custody by performing a check of documentation and remains prior to the release of the remains to the designated funeral director.
12. Assist the medical examiner with the reassociation of remains following the identification process. This may occur weeks or months after the accident.
13. Using information gathered from the antemortem interview, provide the NTSB with contact information for the NOK (i.e. addresses, telephone numbers, email addresses) and the relationship to the victim.

VICTIM SUPPORT TASK 5: Department of Defense (Victim Identification Services, if required)

1. Provide the use of a military installation, such as the Charles C. Carson Center for Mortuary Affairs located at the Dover Air Force Base in support of mortuary operations.
2. Provide resources from the Office of the Armed Forces Medical Examiner (OAFME) and Armed Forces DNA Identification Laboratory (AFDIL) to assist in the identification effort and to conduct appropriate DNA comparison testing on specimens submitted by the medical examiner. OAFME and AFDIL personnel may be asked to travel to the accident site to assist with victim identification.
3. Provide available medical and dental records and DNA reference samples of fatally injured passengers who may have antemortem records based on prior or current military service.

VICTIM SUPPORT TASK 6: Department of State (Assisting Families of Foreign Victims, if required)

1. Assign a representative upon request to the JFSOC to coordinate DOS issues with other members of the operations center staff.
2. Provide official notification to foreign governments of citizens involved in the accident. Such notifications will take place after obtaining necessary information on foreign passengers from the passenger rail carrier.
3. Assist the passenger rail carrier in notifying US citizens who may reside or are traveling outside the United States that a member of their family has been involved in a rail passenger accident.
4. Provide on a reimbursable basis interpretation/translation services (via DOS staff or a contracted provider) to facilitate communications with the victim's family and all interested

parties. For family briefings held at the FAC or similar location or activity, simultaneous interpretation/translation services in multiple languages may be required.

5. Provide logistical and communications support to the extent practicable, in establishing contact with foreign authorities and individuals abroad to aid the passenger rail carrier and federal support staff in fulfilling their duties under the laws referenced above.
6. Assist families of foreign victims with entry into the United States and with the extension or granting of visas to eligible applicants.
7. Coordinate with the necessary foreign Mission(s) to facilitate necessary consulate and customs services for the return of remains and personal effects into the country of destination.
8. Coordinate with the necessary foreign Mission(s) to assist the medical examiner in acquiring the necessary information to facilitate the identification of foreign victims and to complete death certificates. Working with foreign consulates, assist in obtaining dental and medical records and DNA reference samples from foreign families.

VICTIM SUPPORT TASK 7: Department of Homeland Security/ Federal Emergency Management Agency (Communications, if required)

1. Assign a representative to the JFSOC to coordinate with local and state officials concerning emergency management related issues.
2. Provide voice and data communication assets to facilitate communication from the accident site to the NTSB Communications Center.
3. Upon the request of the NTSB Office of Public Affairs, provide personnel to assist in public information dissemination, to include assistance in establishing and staffing external media support centers at the accident site, FAC, and other areas that may attract media interest.

VICTIM SUPPORT TASK 8: Department of Justice (Assisting Victims of Crime, if required)

1. Provide to the NTSB, upon request, an FBI Disaster Squad with sufficient personnel to obtain fingerprint identification of accident fatalities. This team will work with the medical examiner and the DMORT personnel at the morgue location.
2. Provide to the NTSB, upon request, an FBI Evidence Response Team (ERT) and other FBI Laboratory assets to assist with victim recovery operations under the direction of the medical examiner.

3. Provide to the NTSB, upon request, FBI Office for Victim Assistance Rapid Deployment Team (VARDT) members to assist the NTSB TDA in unique circumstances, such as simultaneous accident responses.
4. The following responsibilities will be implemented only if the passenger rail carrier disaster is officially declared a criminal act:
 - a. Coordinate Federal assistance and serve as the liaison between the passenger rail carrier and family members.
 - b. Provide an FBI toll-free number for family members to obtain information on the victim recovery and identification effort, investigation, and other concerns. This number will normally be provided to families on site during the initial family briefing and repeated in subsequent briefings. The FBI will coordinate with the passenger rail carrier to have passenger rail carrier family representatives provide the toll-free number to the families who do not travel to the accident city.
 - c. Establish a special web page for the victims' families for the purpose of sharing updated information and maintaining ongoing communication with victims and families throughout the duration of the investigation.
 - d. Review with the passenger rail carrier logistical family support with special consideration toward security, quality of rooms and facilities, and privacy for family members.
 - e. Oversee the establishment and management of the JFSOC and the FAC. Information on FAC operations can be found in appendix B.
 - f. Integrate local and Federal government officials and passenger rail carrier staff to form a JFSOC to facilitate close coordination of services and activities.
 - g. Assist the passenger rail carrier, if requested, with finding NOK that have not been notified of their family member's involvement.
 - h. Conduct daily coordination meetings with the passenger rail carrier and local and Federal government representatives to review daily activities, resolve problem areas, and to synchronize future family support operations and activities. Examples of information needed at the daily coordination meeting are in appendix D.
 - i. Provide and coordinate family briefings for family members at the accident city and to those who decide not to travel to the accident location. In-person family briefings should be conducted at the FAC. Briefings for off-site families should be conducted via telephone conference bridges.
 - j. Provide information to victims and families regarding their rights and available services related to their status as a victim of a federal crime.

- k. Maintain contact with family members to keep them informed about the progress of the investigation and to continue to meet their future needs.

COORDINATING INSTRUCTIONS

1. The point of contact for this plan is the Director, Transportation Disaster Assistance, NTSB. The telephone number is (202) 314-6185. The office fax number is (202) 314-6638. The backup fax number is 202-314-6293. The email address is assistance@ntsb.gov.
2. Upon implementation and until NTSB TDA staff is present at the JFSOC, calls should be directed to the NTSB Communications Center. The Communications Center will pass any information or messages to the appropriate NTSB TDA staff member.
3. Supporting agencies should appoint the same individual or individuals to the JFSOC for each rail passenger accident. The focused efforts of a group of experienced personnel who understand the complex issues of a rail passenger disaster response will lead to improved delivery of services to victims and their families. Agencies are not precluded from designating and training alternate personnel as long as inexperienced personnel are partnered with experienced personnel during the response.
4. It is recommended that all federal personnel involved at the accident site wear clothing (e.g. hats, shirts, and/or jackets) identifying their agency or group. This is helpful for families and those involved in supporting the operation.
5. Agencies providing support to victims and their family members under this plan are requested to submit an AAR to the Director, NTSB TDA within 60 days of completion of their tasks. The report is critical for capturing lessons learned, taking corrective actions, and updating plans. A sample format is provided in Appendix E.
6. Other than media releases by the passenger rail carrier regarding the progress of family notification and the release of passengers' names as described in VST number 2 item 9, all media inquiries and releases pertaining to the NTSB TDA operation will be referred to the NTSB Office of Public Affairs. The NTSB will advise and assist the local medical examiner regarding any media affairs related his or her area of responsibility. Support organizations may provide press releases or briefings on their specific mission/actions during the accident response. There are no restrictions on victims or family members meeting with the media if they so desire.

APPENDICES

Appendix A: Rail Passenger Disaster Family Assistance Act of 2008

Appendix B - Family Assistance Center Operations

Appendix C - Joint Family Support Operations Center

Appendix D - Joint Family Support Operations Center Daily Status Report Information

Appendix E - Sample After Action Report Format

Appendix F - Victim Identification Information

Appendix G - Victim Support Tasks - Checklists

Appendix H - Frequently Asked Questions (to be completed)

Appendix I - Internet Resources for Mass Fatality Response

Appendix J - References

Appendix K - Acronyms

APPENDIX A

TITLE V--RAIL PASSENGER DISASTER FAMILY ASSISTANCE OF 2008

SEC. 501. ASSISTANCE BY NATIONAL TRANSPORTATION SAFETY BOARD TO FAMILIES OF PASSENGERS INVOLVED IN RAIL PASSENGER ACCIDENTS.

(a) In General- Chapter 11 is amended by adding at the end of subchapter III the following:

Sec. 1139. Assistance to families of passengers involved in rail passenger accidents

(a) In General-

As soon as practicable after being notified of a rail passenger accident within the United States involving a rail passenger carrier and resulting in a major loss of life, the Chairman of the National Transportation Safety Board shall--

- (1) designate and publicize the name and phone number of a director of family support services who shall be an employee of the Board and shall be responsible for acting as a point of contact within the Federal Government for the families of passengers involved in the accident and a liaison between the rail passenger carrier and the families; and
- (2) designate an independent nonprofit organization, with experience in disasters and post trauma communication with families, which shall have primary responsibility for coordinating the emotional care and support of the families of passengers involved in the accident.

(b) Responsibilities of the Board-

The Board shall have primary Federal responsibility for--

- (1) facilitating the recovery and identification of fatally injured passengers involved in an accident described in subsection (a); and
- (2) communicating with the families of passengers involved in the accident as to the roles, with respect to the accident and the post-accident activities, of--
 - (A) the organization designated for an accident under subsection (a)(2);
 - (B) Government agencies; and
 - (C) the rail passenger carrier involved.

(c) Responsibilities of Designated Organization-

The organization designated for an accident under subsection (a)(2) shall have the following responsibilities with respect to the families of passengers involved in the accident:

- (1) To provide mental health and counseling services, in coordination with the disaster response team of the rail passenger carrier involved.
- (2) To take such actions as may be necessary to provide an environment in which the families may grieve in private.
- (3) To meet with the families who have traveled to the location of the accident, to contact the families unable to travel to such location, and to contact all affected families periodically thereafter until such time as the organization, in consultation with the director of family support services designated for the accident under subsection (a)(1), determines that further assistance is no longer needed.
- (4) To arrange a suitable memorial service, in consultation with the families.

(d) Passenger Lists-

(1) REQUESTS FOR PASSENGER LISTS-

(A) REQUESTS BY DIRECTOR OF FAMILY SUPPORT SERVICES-

It shall be the responsibility of the director of family support services designated for an accident under subsection (a)(1) to request, as soon as practicable, from the rail passenger carrier involved in the accident a list, which is based on the best available information at the time of the request, of the names of the passengers that were aboard the rail passenger carrier's train involved in the accident. A rail passenger carrier shall use reasonable efforts, with respect to its unreserved trains, and passengers not holding reservations on its other trains, to ascertain the names of passengers aboard a train involved in an accident.

(B) REQUESTS BY DESIGNATED ORGANIZATION- The organization designated for an accident under subsection (a)(2) may request from the rail passenger carrier involved in the accident a list described in subparagraph (A).

(2) USE OF INFORMATION-

Except as provided in subsection (k), the director of family support services and the organization may not release to any person information on a list obtained under paragraph (1) but may provide information on the list about a passenger to the family of the passenger to the extent that the director of family support services or the organization considers appropriate.

(e) Continuing Responsibilities of the Board-

In the course of its investigation of an accident described in subsection (a), the Board shall, to the maximum extent practicable, ensure that the families of passengers involved in the accident--

(1) are briefed, prior to any public briefing, about the accident and any other findings from the investigation; and

(2) are individually informed of and allowed to attend any public hearings and meetings of the Board about the accident.

(f) Use of Rail Passenger Carrier Resources-

To the extent practicable, the organization designated for an accident under subsection (a)(2) shall coordinate its activities with the rail passenger carrier involved in the accident to facilitate the reasonable use of the resources of the carrier.

(g) Prohibited Actions-

(1) ACTIONS TO IMPEDE THE BOARD- No person (including a State or political subdivision thereof) may impede the ability of the Board (including the director of family support services designated for an accident under subsection (a)(1)), or an organization designated for an accident under subsection (a)(2), to carry out its responsibilities under this section or the ability of the families of passengers involved in the accident to have contact with one another.

(2) UNSOLICITED COMMUNICATIONS- No unsolicited communication concerning a potential action or settlement offer for personal injury or wrongful death may be made by an attorney (including any associate, agent, employee, or other representative of an attorney) or any potential party to the litigation, including the railroad carrier or rail passenger carrier, to an individual (other than an employee of the rail passenger carrier) injured in the accident, or to a relative of an individual involved in the accident, before the 45th day following the date of the accident.

(3) PROHIBITION ON ACTIONS TO PREVENT MENTAL HEALTH AND COUNSELING SERVICES- No State or political subdivision thereof may prevent the employees, agents, or volunteers of an organization designated for an accident under subsection (a)(2) from providing mental health and counseling services under subsection (c)(1) in the 30-day period beginning on the date of the accident. The director of family support services designated for the accident under subsection (a)(1) may extend such period for not to exceed an additional 30 days if the director determines that the extension is necessary to meet the needs of the families and if State and local authorities are notified of the determination.

(h) Definitions-

In this section:

(1) RAIL PASSENGER ACCIDENT-

The term `rail passenger accident' means any rail passenger disaster resulting in a major loss of life occurring in the provision of--

(A) interstate intercity rail passenger transportation (as such term is defined in section 24102); or

(B) interstate or intrastate high-speed rail (as such term is defined in section 26105) transportation, regardless of its cause or suspected cause.

(2) RAIL PASSENGER CARRIER-

The term `rail passenger carrier' means a rail carrier providing--

(A) interstate intercity rail passenger transportation (as such term is defined in section 24102); or

(B) interstate or intrastate high-speed rail (as such term is defined in section 26105) transportation, except that such term does not include a tourist, historic, scenic, or excursion rail carrier.

(3) PASSENGER –

The term `passenger' includes--

(A) an employee of a rail passenger carrier aboard a train;

(B) any other person aboard the train without regard to whether the person paid for the transportation, occupied a seat, or held a reservation for the rail transportation; and

(C) any other person injured or killed in a rail passenger accident, as determined appropriate by the Board.

(i) Limitation on Statutory Construction-

Nothing in this section may be construed as limiting the actions that a rail passenger carrier may take, or the obligations that a rail passenger carrier may have, in providing assistance to the families of passengers involved in a rail passenger accident.

(j) Relinquishment of Investigative Priority-

(1) GENERAL RULE- This section (other than subsection (g)) shall not apply to a railroad passenger accident if the Board has relinquished investigative priority under section 1131(a)(2)(B) and the Federal agency to which the Board relinquished investigative priority is willing and able to provide assistance to the victims and families of the passengers involved in the accident.

(2) BOARD ASSISTANCE - If this section does not apply to a railroad passenger accident because the Board has relinquished investigative priority with respect to the

accident, the Board shall assist, to the maximum extent possible, the agency to which the Board has relinquished investigative priority in assisting families with respect to the accident.

(k) Savings Clause-

Nothing in this section shall be construed to abridge the authority of the Board or the Secretary of Transportation to investigate the causes or circumstances of any rail accident, including development of information regarding the nature of injuries sustained and the manner in which they were sustained for the purposes of determining compliance with existing laws and regulations or for identifying means of preventing similar injuries in the future, or both.

(b) Conforming Amendment-

The chapter analysis for chapter 11 is amended by inserting after the item relating to section 1138 the following:

1139. Assistance to families of passengers involved in rail passenger accidents.

SEC. 502. RAIL PASSENGER CARRIER PLAN TO ASSIST FAMILIES OF PASSENGERS INVOLVED IN RAIL PASSENGER ACCIDENTS.

(a) In General-

Chapter 243 is amended by adding at the end the following:

Sec. 24316. Plans to address needs of families of passengers involved in rail passenger accidents

(a) Submission of Plan-

Not later than 6 months after the date of the enactment of the Rail Safety Improvement Act of 2008, a rail passenger carrier shall submit to the Chairman of the National Transportation Safety Board, the Secretary of Transportation, and the Secretary of Homeland Security a plan for addressing the needs of the families of passengers involved in any rail passenger accident involving a rail passenger carrier intercity train and resulting in a major loss of life.

(b) Contents of Plans-

A plan to be submitted by a rail passenger carrier under subsection (a) shall include, at a minimum, the following:

(1) A process by which a rail passenger carrier will maintain and provide to the National Transportation Safety Board, the Secretary of Transportation, and the Secretary of Homeland Security immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the train (whether or not such names have been verified), and will periodically update the list. The plan shall include a procedure, with respect to unreserved trains and passengers not holding reservations on other trains, for the rail passenger carrier to use reasonable efforts to ascertain the names of passengers aboard a train involved in an accident.

(2) A process for notifying the families of the passengers, before providing any public notice of the names of the passengers, either by utilizing the services of the

organization designated for the accident under section 1139(a)(2) of this title or the services of other suitably trained individuals.

(3) A plan for creating and publicizing a reliable, toll-free telephone number within 4 hours after such an accident occurs, and for providing staff, to handle calls from the families of the passengers.

(4) A process for providing the notice described in paragraph (2) to the family of a passenger as soon as the rail passenger carrier has verified that the passenger was aboard the train (whether or not the names of all of the passengers have been verified).

(5) An assurance that, upon request of the family of a passenger, the rail passenger carrier will inform the family of whether the passenger's name appeared on any preliminary passenger manifest for the train involved in the accident.

(6) A process by which the family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of the rail passenger carrier and by which any possession of the passenger within the control of the rail passenger carrier (regardless of its condition)--

(A) will be retained by the rail passenger carrier for at least 18 months; and

(B) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.

(7) A process by which the treatment of the families of nonrevenue passengers will be the same as the treatment of the families of revenue passengers.

(8) An assurance that the rail passenger carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident.

(9) An assurance that the family of each passenger or other person killed in the accident will be consulted about construction by the rail passenger carrier of any monument to the passengers, including any inscription on the monument.

(10) An assurance that the rail passenger carrier will work with any organization designated under section 1139(a)(2) of this title on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following each accident.

(11) An assurance that the rail passenger carrier will provide reasonable compensation to any organization designated under section 1139(a)(2) of this title for services provided by the organization.

(c) Use of Information-

Neither the National Transportation Safety Board, the Secretary of Transportation, the Secretary of Homeland Security, nor a rail passenger carrier may release to the public any personal information on a list obtained under subsection (b)(1), but may provide information on the list about a passenger to the passenger's family members to the extent that the Board or a rail passenger carrier considers appropriate.

(d) Limitation on Statutory Construction-

(1) RAIL PASSENGER CARRIERS- Nothing in this section may be construed as limiting the actions that a rail passenger carrier may take, or the obligations that a rail passenger carrier may have, in providing assistance to the families of passengers involved in a rail passenger accident.

(2) INVESTIGATIONAL AUTHORITY OF BOARD AND SECRETARY- Nothing in this section shall be construed to abridge the authority of the Board or the Secretary of Transportation to investigate the causes or circumstances of any rail accident, including the development of information regarding the nature of injuries sustained and the manner in which they were sustained, for the purpose of determining compliance with existing laws and regulations or identifying means of preventing similar injuries in the future.

(e) Limitation on Liability-

A rail passenger carrier shall not be liable for damages in any action brought in a Federal or State court arising out of the performance of the rail passenger carrier in preparing or providing a passenger list, or in providing information concerning a train reservation, pursuant to a plan submitted by the rail passenger carrier under subsection (b), unless such liability was caused by conduct of the rail passenger carrier which was grossly negligent or which constituted intentional misconduct.

(f) Definitions-

In this section, the terms `passenger' and `rail passenger accident' have the meaning given those terms by section 1139 of this title.

(g) Funding-

Out of funds appropriated pursuant to section 20117(a)(1)(A), there shall be made available to the Secretary of Transportation \$500,000 for fiscal year 2010 to carry out this section. Amounts made available pursuant to this subsection shall remain available until expended.

(b) Conforming Amendment- The chapter analysis for chapter 243 is amended by inserting after the item relating to section 24315 the following:

24316. Plan to assist families of passengers involved in rail passenger accidents.

SEC. 503. ESTABLISHMENT OF TASK FORCE.

(a) Establishment-

The Secretary, in cooperation with the National Transportation Safety Board, organizations potentially designated under section 1139(a)(2) of title 49, United States Code, rail passenger carriers (as defined in section 1139(h)(2) of title 49, United States Code), and families which have been involved in rail accidents, shall establish a task force consisting of representatives of such entities and families, representatives of rail passenger carrier employees, and representatives of such other entities as the Secretary considers appropriate.

(b) Model Plan and Recommendations-

The task force established pursuant to subsection (a) shall develop--

- (1) a model plan to assist rail passenger carriers in responding to passenger rail accidents;
- (2) recommendations on methods to improve the timeliness of the notification provided by passenger rail carriers to the families of passengers involved in a passenger rail accident;

(3) recommendations on methods to ensure that the families of passengers involved in a passenger rail accident who are not citizens of the United States receive appropriate assistance ; and

(4) recommendations on methods to ensure that emergency services personnel have as immediate and accurate a count of the number of passengers onboard the train as possible.

(c) Report-

Not later than 1 year after the date of the enactment of this Act, the Secretary shall transmit a report to the House of Representatives Committee on Transportation and Infrastructure and the Senate Committee on Commerce, Science, and Transportation containing the model plan and recommendations developed by the task force under subsection (b).

APPENDIX B

Family Assistance Center Operations

The Family Assistance Center (FAC) is the focus of services for family members when they travel to the accident location. FACs are designed to meet the immediate and short-term needs of family members: safety, security, physiological needs (food, sleep), information (about the victim recovery and identification process, and the investigation), and crisis/grief counseling. In addition, family members may be interviewed to gather antemortem information about the victims and submit DNA samples to facilitate victim identification. The rail passenger carrier is required to provide the FAC location and shall execute any associated contract or short term lease to secure and use a FAC location.. Most FACs are established at hotels or similar facilities. Consideration should be given to a facility that has multiple meeting rooms, a large ballroom, up-to-date information technology infrastructure and food services. Arrangements are coordinated by the rail passenger carrier and the NTSB.

The NTSB TDA Director manages FAC operations or assigns a designee in her/his absence.

Staff present at the FAC should include:

1. Rail passenger carrier support team personnel and their associated management team.
2. NTSB TDA staff.
3. Local law enforcement.
4. American Red Cross personnel.
5. Medical examiner staff.
6. Personnel designated by the medical examiner to conduct antemortem interviews.
7. Personal effects management contractors working for the rail passenger carrier.
8. Local support agency personnel.

A number of critical functions will take place at the FAC and must be closely coordinated; they include the following:

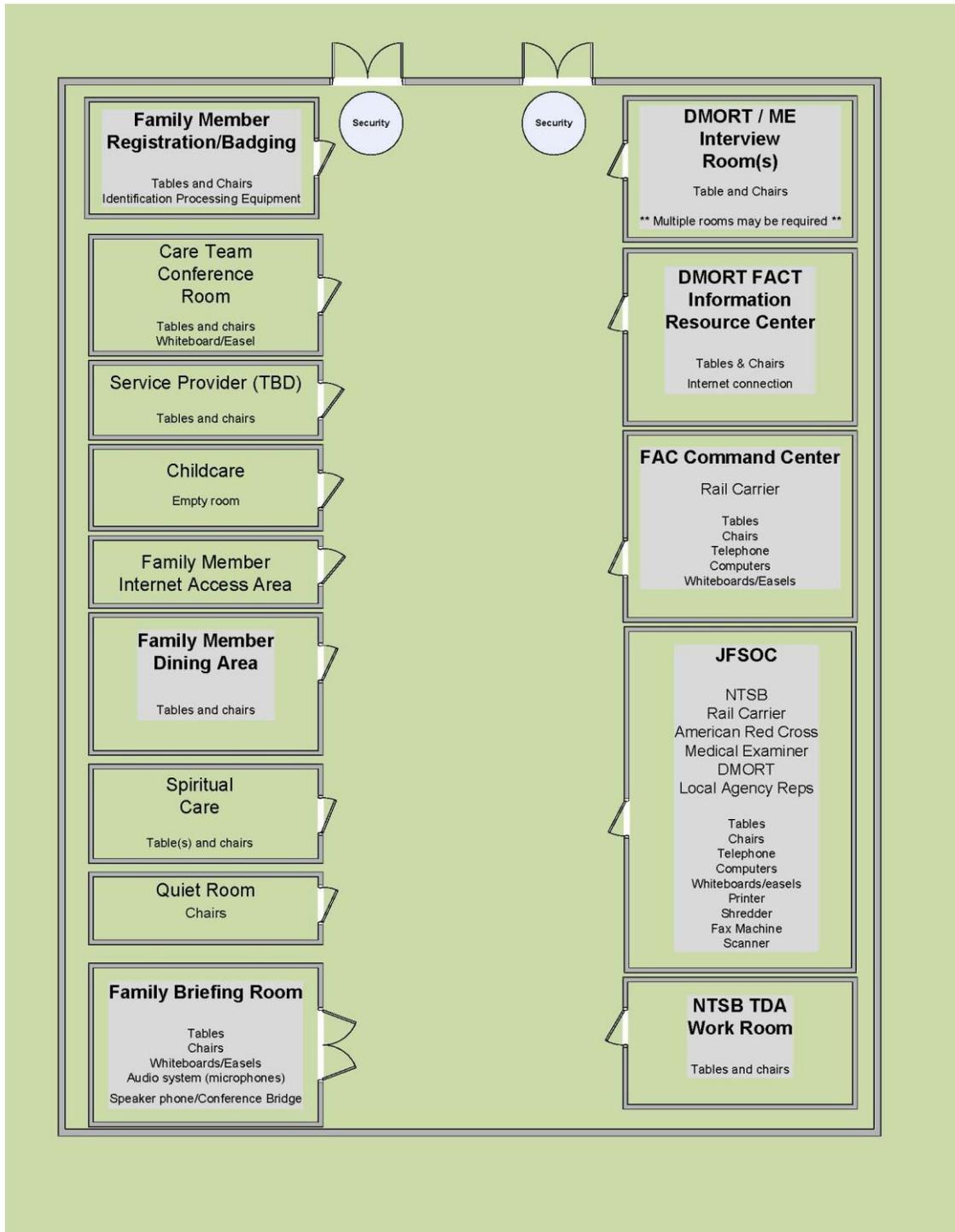
1. Safety and security, including badging of staff and family members.
2. NTSB daily briefings, typically held twice daily.
3. Antemortem interviews conducted by the medical examiner personnel or their designee.
4. Spiritual care, crisis counseling and temporary childcare (coordinated by the American Red Cross).
5. Death notifications by the medical examiner.

Typically, the FAC will remain operational until the decedents have been identified, or until families are notified that the identification process will continue for an extended period of time. If this should occur, families will be contacted at home regarding positive identifications.

It is essential that each agency in the FAC understand its role in the support of families.

Not all family members will travel to the FAC. If there are family members already residing in the accident city, they will most likely visit the FAC to receive updates at the briefings and then return home. Other family members will participate in the briefings via a telephone conference bridge.

Family Assistance Center Schematic



APPENDIX C

Joint Family Support Operations Center

The Joint Family Support Operations Center (JFSOC) is an important element in the control and coordination of the responses and resources of supporting organizations involved in a rail passenger accident.

The JFSOC is a central location where participating organizations are brought together to monitor, plan, coordinate, and execute a response operation maximizing the utilization of all available resources. Communication and sharing of information continue to be challenges to a successful emergency response. The JFSOC is designed to address these challenges.

Organizations normally involved in the JFSOC are the following: NTSB, rail passenger carrier, the American Red Cross, local government and law enforcement, and supporting Federal agencies. Depending on the extent of the disaster, other organizations may also be involved in the JFSOC.

The JFSOC:

1. Serves as the central point for coordination and sharing of information among participating organizations.
2. Monitors ongoing family support activities and tracks mission activities of each organization, such as the status of the available resources.
3. Maintains a current list of locations and key telephone numbers of participating organizations and personnel.
4. Manages and coordinates requests for services.
5. Maintains a daily journal of organizational activities and responses.

Agency representatives assigned to the JFSOC are responsible for the following tasks:

1. Maintain current status of family support activities.
2. Prepare information for the NTSB family web site.
3. Provide information for the daily family briefing/conference bridge.
4. Brief participating agencies on activities concerning family support on a daily basis.
5. Coordinate and share information among all organizational representatives.

6. Maintain locations and telephone numbers of organizational entities along with key personnel (FAC, medical examiner, staff processing center, NTSB investigators, rail passenger carrier, accident site, supporting organizations, local law enforcement, local government, and etc).
7. Maintain and update daily plans, incident action plans and future operations.
8. Maintain the status and location of injured victims.
9. Maintain the status of victim identification effort utilizing information provided by medical examiner personnel or their designee.
10. Update information on numbers of families at the accident city and projected departures/arrivals (24/48 hours).
11. Track the progress of antemortem interviews and antemortem data collection.

A rail passenger accident may take place anywhere, from an isolated area to a major metropolitan region. It is necessary to remain flexible in planning the location of the JFSOC, taking into consideration the location and the severity of the accident. The location of the JFSOC will be determined on the basis of available space, such as hotels, local government buildings, or mobile command posts.

The rail passenger carrier is responsible for securing space to accommodate family members, the FAC, and the JFSOC. The involved rail passenger carrier should plan on securing a hotel area that can accommodate the people, equipment, and activities in the JFSOC. Although hotel space for family members and the FAC will be at a premium, the JFSOC should be located in the same hotel. A small ballroom or large conference room is appropriate. Should the rail carrier have difficulty securing space, the NTSB will contact local authorities to determine the availability of suitable space.

The following is a general description of the duties and responsibilities of agency representatives assigned to the JFSOC:

1. **Coordinator:** The JFSOC Coordinator represents the NTSB and is charged with managing the day-to-day activities of the JFSOC. The coordinator may: assign responsibilities to JFSOC members; facilitate the exchange of information among the JFSOC participants; ensure critical information is kept current; inform other participants of significant developments; collect information that may be used for family briefings; ensure individual logs are kept current; coordinate with NTSB headquarters regarding information to be placed on the Board's special family web site; and other duties relating to the specific requirements of the accident response.
2. **Deputy Coordinator:** A Deputy Coordinator may be designated to assist the Coordinator. The Deputy Coordinator may be from the rail carrier or from the local emergency management agency.

3. **Administrative Officer:** An Administrative Officer will assist the Coordinator with administrative functions, such as preparing drafts of documents, collecting and posting of logs, assembling clips of media coverage of the accident, providing supplies, and other duties relating to the specific requirements of the accident response.

4. **Rail Passenger carrier representative:** The rail passenger carrier representative serves primarily in a coordinating role for the carrier. Responsibilities include: passing along information to the carrier's command center regarding positively identified passengers (after families have been notified); addressing questions related to current and future support provided to families by the carrier; providing updates regarding other agencies' current/future plans and developments; scheduling meetings and related agendas; maintaining a daily log; monitoring status of injured victims and numbers of family members on and off site; providing information for daily briefings to family members; and updating other JFSOC participants on the carrier's activities and developments.

5. **Local government representative:** The local government representative is the coordinating point for JFSOC participants on issues of security of the morgue, FAC, hotels for family members and other designated sensitive areas. The representative is also responsible for keeping his/her organization informed of family affairs activities and meetings; updating other JFSOC participants on the local government's activities and developments; maintaining a daily log; providing information for daily briefings to family members; identifying local assets and resources that can be utilized to support the operation; and assisting other participants in their understanding of the local community and their leaders.

6. **Medical examiner representative:** The medical examiner representative serves as a liaison between the victim identification activities at the morgue, the antemortem interview process at the FAC, and the DMORT FAC team. They may also provide information on the victim identification process at the family briefings.

7. **American Red Cross representative:** The American Red Cross representative assigned to the JFSOC coordinates the American Red Cross' operations in the FAC and the staff processing center. Responsibilities include: responding to questions that relate to current and future support provided to families and support workers; answering questions related to persons and organizations who want to volunteer services or support; informing the American Red Cross of scheduled meetings; maintaining a daily log; monitoring status of support personnel in the FAC and other sites; answering or redirecting calls from family members who may be off site; providing information for daily briefings to family members; and updating other JFSOC participants regarding operational activities and developments.

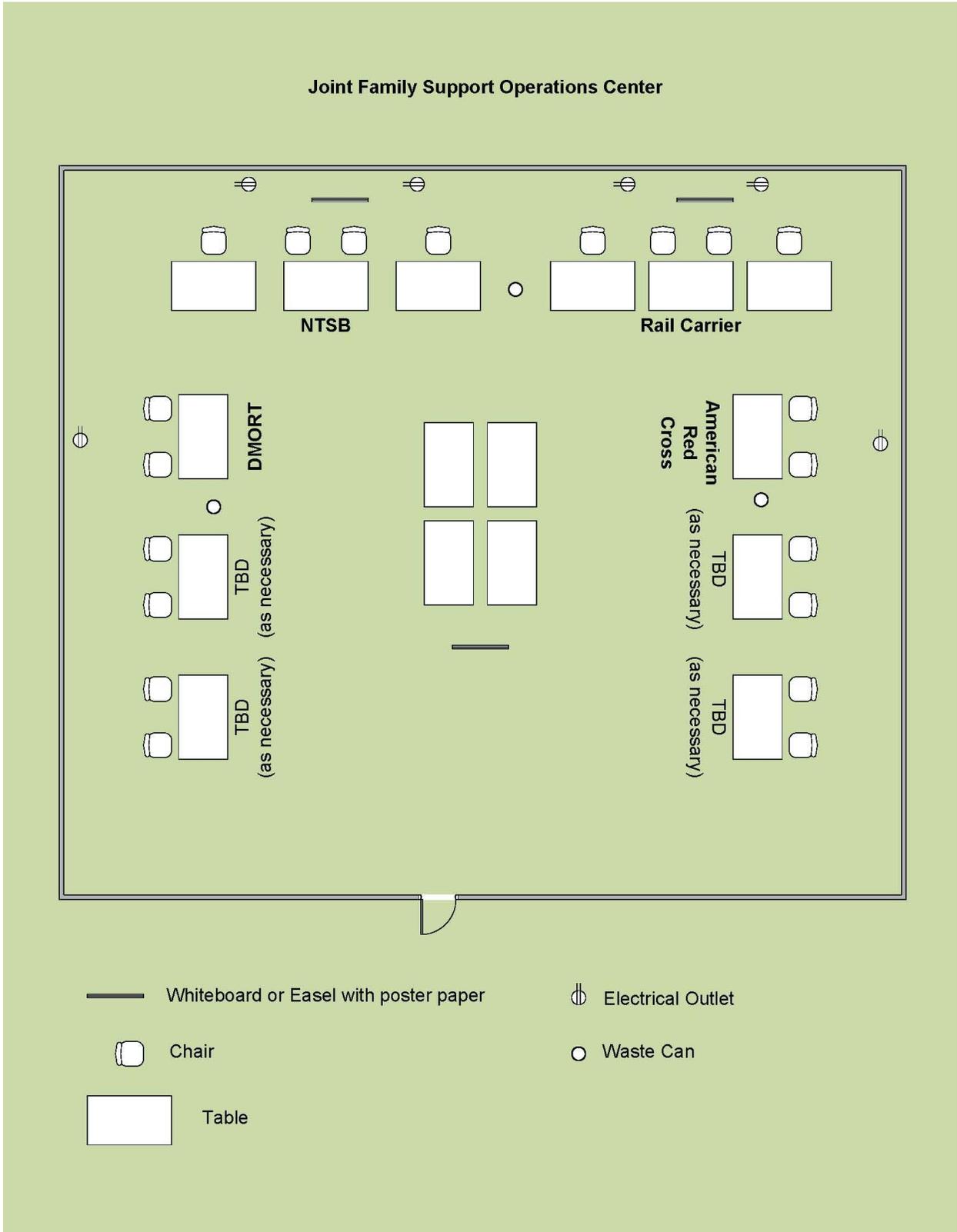
8. **DOS representative (if required):** The DOS representative serves in a coordinating role between the JFSOC and the DOS. The representative will coordinate issues involving foreign passengers and the support they will need from DOS, the victim's embassy/consulate, and other participants of the JFSOC. Other tasks include maintaining a daily log; monitoring status of foreign victims and their families; providing advice on cultural issues; answering or redirecting calls from foreign government officials; providing information for daily briefings to family members; and updating other JFSOC participants on the organization's activities and

developments. If foreign consulate officials participate in the activities of the JFSOC, the DOS representative will serve as their sponsor.

9. DOJ/FBI OVA representative (if required): DOJ/FBI OVA will only be involved in the JFSOC when the cause of the disaster is suspected to be of criminal intent. The representative serves primarily in a coordinating and informational role for DOJ/FBI.

10. FEMA representative (if required): The FEMA representative is not normally involved in the JFSOC, unless the disaster requires substantial Federal government assistance. For example, a disaster that occurs in a highly populated area causing severe structural damage and a substantial number of casualties will require a FEMA representative at the JFSOC. The representative will be primarily responsible for coordinating the local and state emergency management agency efforts with the family support operation.

JFSOC Schematic



APPENDIX D

JOINT FAMILY SUPPORT OPERATIONS CENTER DAILY STATUS REPORT INFORMATION

1. Number of families notified /number pending notification.	Rail Passenger Carrier
2. Number of families on site /number of families at home.	Rail Passenger Carrier
3. Number of total family members at the hotel.	Rail Passenger Carrier
4. Number of families expected to arrive within the next 24 hours.	Rail Passenger Carrier
5. Number of families expected to depart within the next 24 hours.	Rail Passenger Carrier
6. Number of families at home who were contacted by their Rail Passenger carrier representative within the last 24 hours.	Rail Passenger Carrier
7. Status of injured personnel and location of family members.	Rail Passenger Carrier
8. Number of families on site who have requested American Red Cross assistance and have been assisted by American Red Cross personnel within the last 24 hours.	American Red Cross
9. Number of families at home who have requested American Red Cross assistance and have been contacted by their American Red Cross representative within the last 24 hours.	American Red Cross
10. Number of workers who have received American Red Cross assistance in the last 24 hours.	American Red Cross
11. Number of emergency response personnel who have received American Red Cross assistance.	American Red Cross
12. Status of antemortem data collection and DNA reference samples.	Medical Examiner
13. Status of antemortem and disposition of remains interviews.	Medical Examiner
14. Status of identification efforts.	Medical Examiner
15. Status of families notified of positive identification.	Medical Examiner
16. Status of the release of remains.	Medical Examiner
17. Update on assistance provided to foreign families.	DOS
18. Update on assistance provided to victims and families.	DOJ
19. Number of Federal support personnel, to include DMORT and American Red Cross personnel on site and their locations.	All
20. Remarks on daily activities.	All
21. Remarks on activities scheduled for the next 24 hours.	All

APPENDIX E
SAMPLE AFTER ACTION REPORT FORMAT

National Transportation Safety Board
Director, Office of Transportation Disaster Assistance
490 L'Enfant Plaza East, S.W.
Washington, DC 20594-2000

Attn: Transportation Disaster Assistance

SUBJECT: (RAIL PASSENGER ACCIDENT) AFTER ACTION REPORT

Describe such items as how the organization was organized; relationships to other organizations; what the organization's mission was; how many of the organization's personnel were involved; what other resources were provided; transportation and equipment requirements; date arrived/departed; daily activities; and any other information the organization feels important to add to this document. This outline is not intended to limit the content of the report. Attach as separate enclosures discussion of specific aspects of the operation that were either successful or problematic.

The following format is provided:

Topic:

Discussion:

Recommendations:

Enclose any programs, associated ceremonial material, or video documentation.

APPENDIX F

Victim Identification Information

The local medical examiner or coroner has the legal responsibility to identify the victims of a passenger rail disaster. In addition, they are legally responsible for determining cause and manner of death and completing death certification. Medical examiner and coroner offices vary greatly in terms of staff and facility size. Some offices may be able to handle a passenger rail disaster with existing staff and facilities while other offices, particularly those in rural areas, may require assistance. The medical examiner or coroner should have a written mass fatality plan that will give a basic framework for a response and if assistance will be required.

The Rail Passenger Disaster Family Assistance Act of 2008 designates the NTSB to coordinate Federal assistance in response to rail passenger accidents. The responsibilities of the NTSB transfer to the FBI if the cause of the disaster is officially declared a criminal act.

The NTSB or the FBI can, at the request of the medical examiner or coroner, request the services of the Disaster Mortuary Operational Response Team (DMORT) to assist with fatality management and identification of victims. The NTSB or FBI can also request the delivery of the DMORT portable morgue. In addition, the Office of the Armed Forces Medical Examiner (OAFME) can provide assistance to the FBI for medicolegal investigation issues.

The process of victim identification in a transportation disaster is thorough, deliberate, and based on proven scientific methods. As a rule, personal effects removed from the remains are considered to be a presumptive method of identification used to suggest who the deceased may be. Positive victim identification requires comparison of antemortem (before death) records and samples, such as dental and medical radiographs, with similar information collected from the remains. Exact matches of unique biological characteristics found in both the antemortem and postmortem records leads to a positive identification. Such methods include: comparison of dental records and radiographs; comparison of fingerprints; comparison of bone structure in radiographs; comparison of healed fractures in radiographs; unique medical features, such as implants/prosthetics; and comparison of DNA.

In rail passenger disasters involving fragmented remains, identification is followed by the process of reassociating remains. Reassociation takes more time and is more complex than identification. Although a victim may be identified quickly using a single tooth, the ability to bring together the disassociated remains of victims relies primarily on DNA. DNA identification involves comparing DNA samples of the deceased to antemortem samples from relatives or a sample of DNA from the deceased obtained from clothing, a hairbrush, or a similar item containing skin or hair cells.

Once a positive identification has been made, the medical examiner office or a designee will notify the victim's legal NOK. At this point, the NOK decides on how and when the remains will be returned for burial/final disposition. Crisis support care and other support mechanisms will be available to the family during this process.

APPENDIX G
Victim Support Tasks - Checklists

Victim Support Tasks
National Transportation Safety Board Tasks
<input type="checkbox"/> Coordinate Federal assistance and serve as a liaison between the rail passenger carrier and family members.
<input type="checkbox"/> Provide an NTSB toll free number (800-683-9369) and the email address (assistance@ntsb.gov) to family members for obtaining information on the victim recovery and identification effort, accident investigation, and other concerns.
<input type="checkbox"/> Request a copy of the passenger list from the rail passenger carrier.
<input type="checkbox"/> Review with the rail passenger carrier the logistical needs of families, giving special consideration toward security, quality of hotel rooms and facilities, and privacy for family members.
<input type="checkbox"/> Integrate local and Federal government officials and rail passenger carrier staff to form a JFSOC to coordinate services and activities for families.
<input type="checkbox"/> Coordinate assistance efforts with local and state authorities, including the medical examiner, local/county/state law enforcement, emergency management agency, hospitals, and other emergency support personnel.
<input type="checkbox"/> Maintain communications with the rail passenger carrier to receive updates regarding the status of the notification of victims' families of passengers who were on board the train.
<input type="checkbox"/> Conduct daily coordination meetings with the rail passenger carrier and local and Federal government representatives to review daily activities, resolve problems, and synchronize future family support operations and activities.
<input type="checkbox"/> Provide and coordinate family briefings with those families at the accident city and those families who do not to travel to the accident location.
<input type="checkbox"/> Discuss with the medical examiner the subject of victim identification, in particular the use of DNA analysis. Explain that NTSB typically uses the Armed Forces DNA Identification Laboratory for DNA identification and, if used, will provide staff to collect DNA samples in the morgue.
<input type="checkbox"/> Discuss with the medical examiner the capabilities of their office staff to conduct victim identification. Discuss the use of DMORT and the standard procedures used by DMORT in their work in support of NTSB responses.
<input type="checkbox"/> At the discretion of the NTSB IIC, coordinate a visit to the accident site for family members.
<input type="checkbox"/> Provide information releases to the media, in coordination with NTSB Office of Public Affairs, pertaining to the types of federal support available to assist family members.
<input type="checkbox"/> Maintain contact with family members to keep them informed about the victim recovery and identification effort, accident investigation, and other accident related concerns. <ul style="list-style-type: none"> <input type="checkbox"/> Inform family members of the release dates for preliminary, factual and probable cause statements. <input type="checkbox"/> Inform family members of the date, time and location of the public hearing, if applicable. <input type="checkbox"/> Inform family members of the date, time and location of the Board meeting, if applicable.
<input type="checkbox"/> If the accident is determined to be the result of a criminal act, the NTSB TDA staff may

assist the FBI OVA in family assistance support.

- Consolidate and review AAR to resolve problem areas and update operating plans and procedures.

Victim Support Tasks	
Passenger Rail Carrier Tasks	
<input type="checkbox"/> Notify the NTSB Communications Center or NTSB TDA staff of the accident and provide the following: <ul style="list-style-type: none"> ○ Location (city/state) of the accident or general vicinity ○ Conditions at the accident site (post-crash fire, water, etc) ○ Number of passengers on board ○ Number of crew on board ○ Number of injuries and fatalities (if known) ○ Train number/name ○ Train's origination and destination ○ Demographics of passengers (if known) ○ Name and telephone number of the carrier's representatives in charge of: <ul style="list-style-type: none"> ▪ Humanitarian response ▪ Passenger list reconciliation ▪ Family notification process ○ Name, telephone number and location of the facility designated for use as the FAC and JFSOC 	
<input type="checkbox"/> Within four hours after the accident, provide a reliable publicized toll free telephone number with sufficient capacity and staff to handle the anticipated call volume from passengers' family members, friends, etc.	
<input type="checkbox"/> Coordinate public notification of the toll-free number with various media (television, radio, Internet, etc.) emphasizing the following: <ul style="list-style-type: none"> ○ The number should only be used by people who have a reason to believe a family member or friend was a passenger on the accident train. ○ In response to initial calls, the rail carrier will provide basic accident information and obtain contact information for affected family members and friends in order to initiate humanitarian support. ○ Emphasis on the following information when referring to the toll-free telephone number: <ul style="list-style-type: none"> ▪ Name of the rail carrier involved ▪ The train number/name ▪ The train's station of origination ▪ The train's station stops prior to and after the accident location ▪ The train's final destination 	
<input type="checkbox"/> Modify normal "on hold" messages. Eliminate music, sales information and similar non-accident related messages.	
<input type="checkbox"/> Provide timely notification to family members and friends of passengers.	
<input type="checkbox"/> Provide notification to family members and friends prior to releasing passenger names to the public. <ul style="list-style-type: none"> ○ Request family members to designate one primary point of contact for information sharing. ○ The rail passenger carrier is under no obligation to release the names if family members do not wish the name to be released. 	
<input type="checkbox"/> Ensure notification of family members and friends of American Red Cross family care and crisis assistance available at the FAC.	

Victim Support Tasks	
Passenger Rail Carrier Tasks	
<input type="checkbox"/>	Ensure notification of family members and friends of American Red Cross family care and crisis assistance available after their return home (if applicable).
<input type="checkbox"/>	Ensure requests for crisis assistance are forwarded to the American Red Cross representative at the FAC.
<input type="checkbox"/>	Provide media representatives with continuous updates regarding: <ul style="list-style-type: none"> ○ Progress of the notification process <ul style="list-style-type: none"> ▪ The number of victims' family members notified as of a certain time ▪ The number of families remaining to be notified ○ This process continues until all victims' families have been notified
<input type="checkbox"/>	Provide the NTSB, the DOT Secretary, and the DHS Secretary, upon request, the most current reconciled copy of the passenger list based on the best available information at the time. <ul style="list-style-type: none"> ○ Each copy should be numbered or annotated indicating the date and time so that it is distinguishable from previous copies. ○ The carrier shall use reasonable efforts, with respect to its unreserved trains, and passengers not holding reservations on its other trains, to ascertain the names of passengers aboard a train involved in an accident. ○ The list should also indicate which passenger names have been verified.
<input type="checkbox"/>	Secure facilities at the departure and/or arrival stations for family members and friends who may be gathering. <ul style="list-style-type: none"> ○ Provide the necessary assistance to special needs populations per the American with Disabilities Act (ADA). ○ Facility should allow family members privacy, shielding them from the media and solicitors and serves as a secured location to receive continuous updates regarding the reconciliation of the passenger list and other accident information. Once at a secure facility, family members will meet in a private location with a passenger rail carrier employee/agent trained in crisis response to be informed that their loved one may have been on the accident train.
<input type="checkbox"/>	Secure a venue for use as the FAC (see Appendix B) <ul style="list-style-type: none"> ○ Consider the quality of the rooms, size of the facility, privacy for the family members and/or friends, ability to secure the facility, proximity to the accident site and medical treatment facilities.
<input type="checkbox"/>	Secure a venue for the JFSOC.
<input type="checkbox"/>	Make provisions for the JFSOC including but not limited to the following: <ul style="list-style-type: none"> ○ Space ○ Communications ○ Logistical support ○ Details of the set-up of the JFSOC are provided in Appendix C.
<input type="checkbox"/>	Provide logistical support to family members who desire to travel to the accident city (or to a hospital location), which includes but is not limited to, transportation, lodging, meals, security, communications and incidental expenditures.
<input type="checkbox"/>	Maintain daily contact with family members who do not travel to the accident city by providing a contact person from the rail passenger carrier until the on site investigation has concluded.

Victim Support Tasks	
Passenger Rail Carrier Tasks	
<input type="checkbox"/>	Designate an individual who will be the rail passenger carrier's representative to the Director of the NTSB TDA. <ul style="list-style-type: none"> ○ This individual will travel to various locations, such as the accident site, morgue, JFSOC and FAC with the Director of the NTSB TDA. ○ The designated individual should have the authority or ready access to those who have sufficient authority to make decisions on behalf of the rail passenger carrier.
<input type="checkbox"/>	Establish an exclusive badge system to appropriately identify family members.
<input type="checkbox"/>	Participate in daily coordination meetings to review daily activities, resolve problems and synchronize future family support operations and activities at the FAC. <ul style="list-style-type: none"> ○ This information is helpful to planning logistical support (such as meals, lodging and transportation) and allows for an update of current and future support operations. ○ The type of information typically discussed during the daily coordination meetings are located in appendix D.
<input type="checkbox"/>	Make provisions for private areas within the hotel for medical examiner personnel and the DMORT FAC Team to collect antemortem information and DNA reference samples from family members. <ul style="list-style-type: none"> ○ Provide quiet space and communications for DMORT and medical examiner personnel to telephonically collect antemortem information from family members who are not at the FAC. ○ Plan and provide for a sufficient number of rooms for DMORT/crisis counseling use. Based on NTSB experience the number of rooms required range from 4 to 12 depending on the number of fatalities. ○ Crisis counseling and DMORT facilities are also used as venues to inform families when positive identification has been made. By having the medical examiner or DMORT team representative located within the FAC, transportation of victim's remains and other logistical considerations can be better coordinated. Support requirements for planning purposes are in appendix C.
<input type="checkbox"/>	Provide DOS representatives the necessary information regarding foreign passengers to facilitate interaction with appropriate foreign government embassies.
<input type="checkbox"/>	Establish a liaison with American Red Cross at each medical treatment facility ensure assistance is provided to families of the injured.
<input type="checkbox"/>	Develop procedures for managing and disposition of personal effects under the control of the rail passenger carrier. <ul style="list-style-type: none"> ○ Consider utilizing a third party that has experience in the return of personal effects associated with transportation disasters. ○ Ensure provisions for unclaimed possessions (regardless of their condition) to be retained for at least 18 months from the date of the accident. ○ Devise a process for returning possessions to the family unless the possession is needed for the accident investigation or any criminal investigation. ○ NTSB has developed guidelines for the on-scene search for personal effects.
<input type="checkbox"/>	Consult with family members about the construction of any rail passenger carrier-sponsored monument, including any inscriptions.
<input type="checkbox"/>	Provide reasonable reimbursement to the American Red Cross for the services provided to the family, rail passenger carrier and supporting personnel.

Victim Support Tasks

Passenger Rail Carrier Tasks

- | |
|---|
| <input type="checkbox"/> Provide the same support and treatment to families of non-revenue passengers or any other victim of the accident (e.g. ground fatality) as is provided for revenue passengers. |
| <input type="checkbox"/> In the event the investigation determines the accident is the result of a criminal act, the rail passenger carrier will coordinate with FBI OVA in arranging meetings with family members to explain their rights as victims of a federal crime. |

Victim Support Tasks	
American Red Cross	
<input type="checkbox"/>	Deploy an American Red Cross CRT to serve as the functional leadership of family care and crisis intervention during the rail passenger accident. The CRT will support the local American Red Cross chapter response and manage any spontaneous volunteers.
<input type="checkbox"/>	Assign a representative to the JFSOC to coordinate American Red Cross issues and family requests for assistance.
<input type="checkbox"/>	<p>Coordinate and manage the numerous organizations and personnel offering counseling, religious and other support services to the operation. A staff processing center, operated away from the FAC, should be created to screen, monitor, and manage personnel (employee and volunteer staff). The staff processing center will also be responsible for developing an exclusive badge system for personnel; matching volunteer skills with organizational needs; assigning work schedules; briefing and debriefing of support staff; and planning for future activities.</p> <ul style="list-style-type: none"> ○ Qualified local resources should be integrated with American Red Cross personnel for crisis and grief counseling, food services, administrative assistance, and other support services to family members and support organizations. ○ Crisis and grief counseling for family members who do not travel to the accident city should be coordinated with rail passenger carrier personnel.
<input type="checkbox"/>	Assess the needs and available resources of other crisis support agencies and coordinate with them to ensure ongoing emotional support for workers during the operation and provide exit interviews before departure.
<input type="checkbox"/>	Establish a liaison with the rail passenger carrier at each supporting medical treatment facility to monitor the status of injured victims and to provide assistance to their families.
<input type="checkbox"/>	Coordinate with the rail passenger carrier to establish areas in the FAC for families to grieve privately.
<input type="checkbox"/>	If deemed necessary, deploy a team to coordinate on-site temporary childcare services for families who arrive with young children.
<input type="checkbox"/>	If deemed necessary, deploy a SRT to coordinate on-site spiritual care.
<input type="checkbox"/>	If desired by the families, coordinate the planning for a suitable inter-faith memorial service within the first few days following the accident.
<input type="checkbox"/>	If deemed necessary, arrange a memorial service for any future burial of unidentified remains.
<input type="checkbox"/>	Provide families, at their request, with referrals to mental health professionals and support groups in the family member's local area.
<input type="checkbox"/>	Provide additional support to affected special needs or demographically/culturally diverse populations as deemed necessary.

Victim Support Tasks – Victim Identification Services
Department of Health and Human Services
Assistant Secretary for Preparedness and Response
<input type="checkbox"/> At the time of an accident and following notification by the NTSB, activate the appropriate DMORT team personnel, supplies, and equipment to assist in the management of victim identification.
<input type="checkbox"/> Assign a representative to the JFSOC to address DMORT issues.
<input type="checkbox"/> Assign necessary DMORT team members to assist the medical examiner with victim identification and medicolegal services. The configuration of the team and skills required will be determined by details of the accident and the capabilities of the local medical examiner.
<input type="checkbox"/> Follow the “DMORT Standard Operating Procedures for National Transportation Safety Board Activations.”
<input type="checkbox"/> Provide, if necessary, a morgue facility, a DMORT Portable Morgue Unit (DPMU), and the necessary equipment and supplies to augment the local medical examiner capabilities.
<input type="checkbox"/> Monitor the status of all incoming antemortem records to include dental, medical, and DNA data to ensure that all records have been received. If not, take steps to obtain the records and data.
<input type="checkbox"/> Employ a standard antemortem questionnaire and disposition of remains form that can be adapted to meet local medical examiner and state requirements. The disposition of remains form will be used to obtain directions from the lawfully authorized NOK regarding what he/she desires the medical examiner to do with remains that may later be identified as those of their family member. Information collected from family members is confidential and is ultimately under the control of the medical examiner.
<input type="checkbox"/> Using a specially trained FAC team, interview family members who are both on site and off site for antemortem identification information and disposition of remains information.
<input type="checkbox"/> Coordinate with the medical examiner to integrate qualified non-DMORT personnel, who are providing assistance to the medical examiner's office, into the morgue operation.
<input type="checkbox"/> If necessary, assist the medical examiner with notifying family members of positive identification to include an explanation of how identification was determined.
<input type="checkbox"/> Ensure the accuracy of the chain of custody by performing a check of documentation and remains prior to the release of remains to the designated funeral director.
<input type="checkbox"/> Assist the medical examiner with reassociation of remains following the identification process. This may occur weeks or months after the accident.
<input type="checkbox"/> Through the FAC team, provide the NTSB with names of victims and their NOK, relationship to victim, and addresses and telephone numbers of NOK.

**Victim Support Tasks
(If Required)**

Department of Defense (if required)

- Provide the use of a military installation, such as The Charles C. Carson Center for Mortuary Affairs located at the Dover Air Force Base in support of mortuary operations.
- Provide personnel from the Office of the OAFME and AFDIL to assist in the identification effort and to conduct appropriate DNA comparison testing on specimens submitted by the medical examiner. OAFME and AFDIL personnel may be asked to travel to the accident site to assist with victim identification.
- Provide available medical and dental records, and DNA reference samples of fatally injured passengers who may have antemortem records based on prior or current military service.

**Victim Support Tasks – Assisting Families of Foreign Victims
(If Required)**

Department of State

- Assign a representative upon request to the JFSOC to coordinate DOS related issues with other members of the operations center staff.
- Provide official notification to foreign governments of citizens involved in the accident. Such notifications will take place after obtaining necessary information on foreign passengers from the rail passenger carrier.
- Assist the rail passenger carrier in notifying US citizens who may reside or are traveling outside the United States that a member of their family has been involved in a rail passenger accident.
- Provide interpretation/translation services on a reimbursable basis (via DOS staff or a contracted provider) to facilitate communications with the victim's family and all interested parties. For family briefings held at the FAC or similar location or activity, simultaneous interpretation/translation in multiple languages may be required.
- Assist the rail passenger carrier, the Federal support staff, and other pertinent parties in maintaining contact with foreign families not traveling to the United States.
- Assist families of foreign victims with entry into the United States and with the extension or granting of visas to eligible applicants.
- Coordinate with the necessary foreign Mission(s) to facilitate necessary consulate and customs services for the return of remains and personal effects into the country of destination.
- Coordinate with the necessary foreign Mission(s) to assist the medical examiner in acquiring the necessary information to facilitate the identification of foreign victims and to complete death certificates.
 - Work with foreign consulates to obtain dental and medical records and DNA reference samples from foreign families.

**Victim Support Tasks – Communications
(If Required)**

Department of Homeland Security / Federal Emergency Management Agency

- Assign a representative to the JFSOC to coordinate with other members of the operations center staff and local and state officials concerning emergency management related issues.
- Provide voice and data communication assets to facilitate communication from the accident site to the NTSB communications center.
- Upon the request of the NTSB Office of Public Affairs, provide personnel to assist in public information dissemination, to include assistance in establishing and staffing external media support centers at the accident site, FAC, and other areas that may attract media interest.

**Victim Support Tasks – Assisting Victims of Crime
(If Required)**

Department of Justice

- Provide to the NTSB, upon request, an FBI Disaster Squad with sufficient personnel to obtain fingerprint identification of accident fatalities. This team will work with the medical examiner and the DMORT personnel at the morgue location.
- Provide to the NTSB, upon request, an FBI ERT and other FBI Laboratory assets to assist with victim recovery operations under the direction of the medical examiner.
- Provide to the NTSB, upon request, FBI Office for Victim Assistance VARDT members to assist in unique circumstances, such as simultaneous accident responses.
- The following responsibilities will be implemented only if the rail disaster is officially declared a criminal act:
 - Coordinate Federal assistance and serve as the liaison between the rail passenger carrier and family members.
 - Provide an FBI toll-free number for family members to obtain information on the victim recovery and identification effort, investigation, and other concerns. This number will normally be provided to families on site during the initial family briefing and repeated in subsequent briefings. The FBI will coordinate with the rail passenger carrier to have rail passenger carrier family representatives provide the toll-free number to the families who do not travel to the accident city.
 - Establish a special web page for victims' families for the purpose of sharing updated information and maintaining ongoing communication with victims and families throughout the duration of the investigation.
 - Review with the rail passenger carrier logistical family support with special consideration toward security, quality of rooms and facilities, and privacy for family members.
 - Oversee the establishment and management of the JFSOC and the FAC. Information on FAC operations can be found in appendix B.
 - Integrate local and Federal government officials and rail passenger carrier staff to form a JFSOC to facilitate close coordination of services and activities.
 - Assist the rail passenger carrier, if requested, with finding NOK to be notified.
 - Conduct daily coordination meetings with the rail passenger carrier and local and Federal government representatives to review daily activities, resolve problem areas, and to synchronize future family support operations and activities. Examples of information needed for the daily coordination meeting is in appendix D.
 - Provide and coordinate family briefings for family members at the accident city and to those who decide not to travel to the accident location. In-person family briefings should be conducted at the FAC. Briefings for off-site families should be conducted via telephone conference bridges. Information regarding family briefings can be found in appendix C.
 - Provide information to victims and families regarding their rights and available services as victims of a federal crime.
 - Maintain contact with family members to keep them informed about the progress of the investigation and to continue to meet their future needs.

APPENDIX H

Internet Resources for Mass Fatality Response

NTSB Office of Transportation Disaster Assistance

<http://www.nts.gov/Family/family.htm>

Responding to an Aircraft Accident - How to Support the NTSB (Police & Public Safety Personnel)

http://www.nts.gov/Family/LEO_brochure.pdf

Disaster Mortuary Operational Response Team

www.dmort.org

Office of the Armed Forces Medical Examiner

<http://www.afip.org/consultation/AFMES/>

Armed Forces DNA Identification Laboratory

<http://www.afip.org/consultation/AFMES/AFDIL/index.html>

Mass Fatality Incidents: A Guide for Human Identification

<http://www.ojp.usdoj.gov/nij/pubs-sum/199758.htm>

Lessons Learned from 9/11: DNA Identification in Mass Fatality Incidents

<http://massfatality.dna.gov/>

Identifying Victims Using DNA: A Guide for Families

<http://www.ncjrs.org/pdffiles1/nij/209493.pdf>

FBI Office for Victim Assistance (OVA)

<http://www.fbi.gov/hq/cid/victimassist/home.htm>

Providing Relief to Families After a Mass Fatality: Roles of the Medical Examiner's Office and the Family Assistance Center

http://www.ojp.usdoj.gov/ovc/publications/bulletins/prfmf_11_2001/welcome.html

Department of State Foreign Affairs Manual Volume 7 (1830): Aviation and Other Transportation Disasters

<http://www.state.gov/documents/organization/86830.pdf>

APPENDIX I

References

1. 49 U.S.C. § 1139: Assistance to families of passengers involved in rail passenger accidents.
2. Public Law 110-432, Rail Passenger Disaster Family Assistance Act of 2008.
3. Interagency Agreement between Department of Health and Human Services, Assistant Secretary for Preparedness and Response, and National Transportation Safety Board, March 29, 2007.
4. Memorandum of Understanding between Department of State and National Transportation Safety Board, June 18, 1997.
5. Memorandum of Understanding between Federal Emergency Management Agency and National Transportation Safety Board, October 24, 1998.
6. Memorandum of Understanding between Department of Transportation and National Transportation Safety Board, June 19, 1997.

APPENDIX J

Acronyms

AAR	After Action Report
ADA	American with Disabilities Act
AFDIL	Armed Forces DNA Identification Laboratory (DOD/AFIP/OAFME)
AFIP	Armed Forces Institute of Pathology (DOD)
ARC	American Red Cross
ASPR	Assistant Secretary for Preparedness and Response (DHHS)
CFR	Code of Federal Regulations
CRT	Critical Response Team (American Red Cross)
DHS	Department of Homeland Security
DHHS	Department of Health and human Services
DMORT	Disaster Mortuary Operational Response Team (DHHS/ASPR/NDMS)
DNA	Deoxyribonucleic acid
DOC	Disaster Operations Center (American Red Cross)
DOD	Department of Defense
DOJ	Department of Justice
DOS	Department of State
DPMU	DMORT Portable Morgue Unit
ERT	Evidence Response Team (DOJ/FBI)
FAC	Family Assistance Center
FBI	Federal Bureau of Investigation (DOJ)
FEMA	Federal Emergency Management Agency (DHS)
IIC	Investigator in Charge (NTSB)
JFSOC	Joint Family Support Operations Center
NDMS	National Disaster Medical System (DHHS/ASPR)
NOK	Next of Kin
NTSB	National Transportation Safety Board
OAFME	Office of Armed Forces Medical Examiner (AFIP)
OVA	Office for Victim Assistance (DOJ/FBI)
PE	Personal effects
SIOC	Strategic Information and Operations Center (DOJ/FBI)
SRT	Spiritual Care Response Team (American Red Cross)
TDA	Office of Transportation Disaster Assistance (NTSB)
TSA	Transportation Security Administration (DHS)
TTY	Teletypewriter
USCIS	United States Citizenship and Immigration Services (DHS)
VARDT	Victim Assistance Rapid Deployment Team (DOJ/FBI)
VST	Victim Support Task