



Air Carrier Accident Notification Flow

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

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

1. CALL NTSB RESPONSE OPERATIONS CENTER (ROC): 202-314-6290
2. Provide the following information (49 C.F.R. 830.6) to the ROC watch officer:
 - a. Type, nationality, and registration marks of the aircraft.
 - b. Names of owner and operator (air carrier name) of the aircraft.
 - c. Name of pilot in command (number of crew).
 - d. Date and time of the accident.
 - e. Last point of departure and point of intended landing of the aircraft.
 - f. Accident location (Position of the aircraft with reference to some easily defined geographical point).
 - g. Number of persons aboard, number of fatalities, and number seriously injured.
 - h. Nature of the accident, weather conditions, and the extent of damage to the aircraft, as known.
 - i. A description of any hazardous material aboard (including explosives, radioactive materials, or other dangerous articles carried).
3. Provide an air carrier primary point of contact and phone number for follow-up.

STEP 2: Notify NTSB TDA of the air carrier's activation of their family assistance plan:

1. Call NTSB Response Operations Center (ROC): 202-314-6290.
2. Ask for the TDA duty officer.

3. Provide the following information:
 - a. Place (or general vicinity) of accident, number of passengers and crew (based on preliminary departure information), and number of injuries and fatalities (if known).
 - b. Flight number, origination, connection points, destination, passenger demographics (nationalities, large groups, etc. [if known]), whether the flight was domestic or international, and whether the flight was a codeshare.
 - c. Name and telephone number of the person/persons in charge of the air carrier's humanitarian response, passenger manifest reconciliation, and family notification process.
 - d. Name, telephone number, and location of the facility designated as the FAC and JFSOC.

STEP 3: Complete the "NTSB TDA Accident Notification Supplemental Information Worksheet." :

1. https://www.nts.gov/tda/TDADocuments/TDA_Airline-Supplemental-Form_8.23.pdf

Email worksheet to TDA: assistance@nts.gov.

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

1. Send the passenger list/manifest via email to both of the following addresses:
 - a. roc@nts.gov
 - b. assistance@nts.gov
2. Include the subject line: "URGENT MANIFEST URGENT (FWD to TDA)".
3. Passenger list/manifest(s) should be submitted in an Excel format.
4. The file should include the date, time, and a submission version number.
5. The following information should be included (when available):
 - a. Passenger name (last name, first name, middle name)
 - b. Seat assignment
 - c. Passenger category (such as passenger, crew member, non-revenue)
 - d. Passenger contact information
 - e. Passenger date of birth
 - f. Special assistance codes (for example, wheelchair required)
 - g. Gender
 - h. Nationality
 - i. Emergency contact information

STEP 5: The NTSB TDA chief or designated TDA representative will establish a JFSOC coordination call with the TDA duty officer, TDA air carrier liaison, the air carrier, the Red Cross, and available local, state, tribal or federal responding agencies/entities.

1. Contact the TDA duty officer or TDA air carrier liaison
2. Conference call agenda items:
 - a. Status of emergency response and family assistance plan activation.
 - b. Air carrier's publicized toll-free telephone number.
 - c. FRC locations and status.
 - d. FAC location(s) and activation status.
 - e. Air carrier's go-team status.
 - f. Status of notification of passengers' family members.
 - g. Air carrier's family assistance/ emergency response point(s) of contact.
 - h. Air carrier's family assistance coordinator.
 - i. Manifest updates and crew/passenger accountability.
 - j. Additional information as needed.

NTSB TDA CONTACT INFORMATION:

Direct:
202-314-6185
assistance@ntsb.gov

Through the NTSB ROC:
202-314-6290
roc@ntsb.gov