

940. AIR CARRIER OPERATIONS BULLETIN NO. 8-76-39

CARE OF SURVIVING PASSENGERS FOLLOWING AIR CARRIER ACCIDENTS

(Formerly Air Carrier Operations Bulletin No. 68-3)

This bulletin picks up information initially contained in Notice N 8430.59 and calls the attention of Principal Operations Inspectors to a lack of care and consideration sometimes shown surviving passengers by air carriers immediately following an aircraft accident.

- a. We have had serious complaints from passengers following some air carrier accidents to the effect that following the emergency evacuation of the aircraft, the passengers were left to shift for themselves for extended periods of time. The allegations were that no representative of the air carrier contacted them to determine if medical attention was necessary, offered transportation to a central location where baggage could be retrieved and clothing changed, or offered the ordinary amenities a shocked and frightened passenger might require and would expect. Some were even left to make their own travel arrangement for continuing to their destination.
- b. Principal Operations Inspectors are requested to encourage their assigned air carriers to develop and publish adequate procedures and guidance material for their ground personnel in passenger handling immediately following a survivable type accident. Such procedures should include information concerning such matters as the location and availability of medical aid, procedures for furnishing transportation to a designated central location where passenger needs may be administered to, hotel accommodation or continuing transportation secured, and telephone availability for notifying friends or relatives.