

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

4040.25

4/6/98

SUBJ: FAA AIRCRAFT ACCIDENT/INCIDENT RESPONSE PLAN

- 1. PURPOSE. This order establishes a plan prescribing procedures and guidance for flight program participants and all entities having communications and/or support functions related to FAA response to accidents and incidents involving an FAA aircraft.
- 2. DISTRIBUTION. This order is distributed to the division level in the Washington headquarters, regions, and centers with a branch level distribution in the Flight Standards, Aircraft Certification, and Airway Facilities Services; to the branch level in the regional Aircraft Certification and Flight Standards Divisions and the Operations Centers; to the branch level at Operations Centers and the FAA Academy at the Aeronautical Center and the Airport Management and Emergency Operations Division at the Technical Center; and a standard distribution to all Aircraft Certification Offices and Flight Standards Field Offices.
- 3. BACKGROUND. In the event of an accident/incident involving FAA aircraft, it is necessary that the agency have a clear plan to respond to such events. In the past, there was no unified agency response plan incorporating all of the necessary elements and available resources.
- **4. PROCEDURES.** Appendix 1, FAA Aircraft Accident/Incident Response Plan, provides standardized guidance for all organizations operating FAA aircraft and/or responding to an FAA aircraft accident or incident. The FAA Aircraft Accident/Incident Response Plan outlines basic steps and responsibilities that shall be accomplished in the event of an accident or incident involving an FAA aircraft. Each organization may amplify the plan and include additional procedures, as required, to meet the organization's needs and operating parameters.
- 5. **DEFINITIONS.** For the purposes of this order, the following definitions apply:
- a. FAA aircraft means all aircraft operated by or for FAA and/or used exclusively in the service of FAA, including airplanes and rotorcraft that are owned, rented, leased, chartered, loaned, under bailment, or otherwise in the possession of FAA for the purpose of flight, ground test, or formal training.
- b. Aircraft accident means an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.

Distribution: A-W (minus FS/IR/AF) -2; A-W (FS/IR/AF) -3; A-X (minus CD/FS) -2; A-X (CD/FS) -3; A-Y (minus MP/MA) -2; A-Y (MP/MA) -3; A-Z (minus CC) -2; A-Z(CC) -3; A-FAC/FFS-0 (Std)

Initiated By: AFP-1

- c. Incident means an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.
 - d. Serious injury means any injury which:
- (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
- (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
 - (3) Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - (4) Involves any internal organ; or
- (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- e. Substantial damage means damage or failure which adversely affects the structural strength, performance, or flight characteristics of the aircraft, and which would normally require major repair or replacement of the affected component. Engine failure or damage limited to an engine if only one engine fails or is damaged, bent fairings or cowling, dented skin, small punctured holes in the skin or fabric, ground damage to rotor or propeller blades, and damage to landing gear, wheels, tires, flap, engine accessories, brakes, or wingtips are not considered "substantial damage" for the purpose of accident reporting.
- f. Crisis response means a level of accident response involving Human Resource Management services and family assistance.
- g. Originating office means the office having responsibility for conduct of the flight either through operational control of the aircraft and/or assignment/approval of the pilot-in-command or aircraft commander for the flight.
- h. Employing office means the office having direct supervisory responsibility for the affected employee.
- i. Originating regional operations center means the regional operations center for the region in which the originating office is located. For the purposes of accident/incident notification, the Mike Monroney Aeronautical Center Operations Center and the William J. Hughes Technical Center Operations Center Team are included in this definition.
- j. Nearest regional operations center means the regional operations center serving the FAA region in which the accident/incident occurs.

k. Appropriate NTSB regional office means the National Transportation Safety Board regional office having responsibility for the geographical area in which the accident/incident occurs.

Administrator

APPENDIX 1. FAA AIRCRAFT ACCIDENT/INCIDENT RESPONSE PLAN

SECTION 1. RESPONSE ACTIONS

- 1. INITIAL NOTIFICATION. The person first receiving information regarding an accident/incident involving an FAA aircraft shall immediately notify the nearest regional operations center. The operations center should obtain as much of the information as possible indicated on Figure 1, NTSB Notification Checklist, from the person making the report.
- a. Regional/Washington Operations Centers. The regional operations center receiving initial notification shall immediately inform the appropriate National Transportation Safety Board (NTSB) regional office, notify the Washington Operations Center, and activate the regional accident/incident call list. The Washington Operations Center shall activate the national accident/incident call list and notify the Director, Office of Flight Program Oversight. Figure 2, FAA Aircraft Accident/Incident Notification Responsibilities, indicates the notification sequence.
 - b. The Washington Operations Center (WOC) shall immediately notify at least:
 - (1) The Administrator and the Deputy Administrator.
- (2) The Associate Administrator for Administration (AAD-1). As applicable, the WOC also notifies the Associate Administrator for Air Traffic Services (ATS-1), the Associate Administrator for Regulation and Certification (AVR-1), or the Associate Administrator for Research and Acquisitions (ARA-1).
 - (3) NTSB Headquarters.
 - (4) The Office of Accident Investigation.
 - (5) The Office of Public Affairs.
 - c. The Regional Operations Center (ROC) shall immediately notify at least:
 - (1) The Regional Administrator.
 - (2) The jurisdictional Flight Standards District Office.
 - (3) The applicable regional Flight Standards Division.

- (4) The regional Public Affairs Staff.
- (5) Additional entities required by regional call list.
- d. The Director of Flight Program Oversight (AFP-1) is the overall focal point in coordinating FAA response to the accident/incident and activating crisis response/family assistance, if appropriate. AFP-1 shall:
 - (1) Identify the aircraft's operating organization.
- (2) Notify the originating office and region. (The accident/incident may be reported to a regional operations center other than the one in the region from which the aircraft originated.)
- (3) Notify the applicable operations center or operations center team in cases where the aircraft involved originated from the Mike Monroney Aeronautical Center or the William J. Hughes Technical Center.
 - (4) Activate crisis response if serious injuries/fatalities are incurred.
- e. Originating Office. When notified of an FAA aircraft accident/incident, the manager of the office shall immediately initiate the following steps:
 - (1) Verify the identity of the FAA aircraft and crew involved.
- (2) Ascertain the status and location of crew and passengers and determine what immediate assistance is needed. (All crewmembers should be provided with a method of recording information similar to the list depicted in Figure 3, Crew Checklist.)
- (3) Obtain as much of the information indicated on Figure 4, Initial Notification Checklist, and the NTSB Notification Checklist as possible.
- (4) Evaluate the level of response needed and accomplish the applicable actions in Figure 5, Accident/Incident Checklist. Some incidents and events involving an FAA aircraft will not require that all listed items be completed.
- (5) Contact the employing offices and/or points of contact listed for passengers and crewmembers not employed by the originating office, if appropriate. (A record of the name and telephone number of an emergency contact for all passengers is required under the provisions of paragraph 253 of FAA Order 4040.9, FAA Aircraft Management Program.)

- (6) Accomplish the following actions, as applicable:
- (a) Monitor recovery operations conducted by the local jurisdiction and offer assistance if needed.
 - (b) Assist the local medical examiner in the identification of fatalities.
- (c) Ensure, to the fullest extent possible, that all possible support services are provided to all victims and their families, including employees of other organizations and nonemployees.
- (d) Provide frequent briefings to families on the progress of recovery efforts, identification of victims, and other areas of concern. People contacting family members should realize that today's families may not have traditional boundaries. Every effort should be made to provide support to individuals who consider themselves to be the family of a victim, even though the law does not formally recognize the relationship, such as in the case of a fiancee or long-time companion.
 - (e) Provide for the return of victims' personal effects to their families.
- (f) Maintain ongoing contact with the victims and their families to provide updates on the progress of the investigation and related matters. While it may be necessary for families to have more than one contact point with the agency, families should do their best to limit the number of contacts per family. After the first few days following an accident, families should designate a point of contact for the purpose of receiving updates and sharing that information with family members.
- 2. RELEASE OF INFORMATION. Other than notifications indicated on the Accident/Incident Response Checklist, no information regarding the accident/incident should be released.
- a. NTSB Investigation. Only the NTSB releases information when the NTSB is in charge of the investigation.
- **b. FAA Investigation.** Only the Office of Public Affairs/Public Affairs Staff releases information when the FAA is in charge of the investigation.

3.-7. RESERVED.

SECTION 2. FAMILY ASSISTANCE RESPONSIBILITIES

- 8. NOTIFICATION OF NEXT OF KIN. Following an accident involving injuries and/or fatalities, notification of the victims' families is an immediate priority. To the fullest extent possible, all organizations operating FAA aircraft shall have family emergency notification information available for each FAA crewmember (see Figure 6, FAA Crewmember Emergency Information).
- a. Initial Notification. Initial notification to family members shall, to the extent possible, be made in person by at least two people from the crewmember/passenger's employing office. The originating office shall coordinate with other employing offices, as necessary, in making notifications. If non-FAA employees are involved, the originating office shall arrange for notification through the contact identified in the information provided by the person before the flight. The notification must be accomplished as soon as possible.
- (1) Family members must be notified before victims' names are released to the public. Families should be given appropriate time to notify other family members and friends before public release of the victims' names.
- (2) If facilities are designated for family members' use, family members should be informed of the availability and be provided with all available logistics support.
- (3) It may be necessary to request that family members contact their dentist to obtain the victim's dental records and x-rays to assist the medical examiner with the identification process.
- (a) This information, to the extent possible, should be requested at an appropriate time.
- (b) The local medical examiner is legally responsible and retains jurisdiction for victim identification and cause of death determinations.
- **b. Ongoing Support.** After the initial notification, persons from the employing office shall help the victims' families transition to the support services provided by qualified professional providers. The employing office shall provide this service to the victims' families until no longer needed.
- 9. CRISIS RESPONSE. If there are serious injuries and/or fatalities in an FAA aircraft accident, the Office of Flight Program Oversight initiates crisis response. The initial point of contact for crisis response and family assistance is the Office of Human Resource Management. Regional Human Resource Management Divisions provide more localized assistance. As needed, Human Resource Management will activate an Employee Assistance Program (EAP) team or a Critical Incident Stress Program team, coordinating appropriate local, regional, and national resources.

- a. EAP Services. The EAP is a national contract and can pool team members on a national basis to provide wide geographic coverage and to supply assistance to victims from other agencies in the event of an FAA aircraft mishap involving victims from more than one agency. The EAP can send a team or person to the accident site. EAP counselors are licensed to provide therapy and can provide professional counseling for the victim, family members, and coworkers.
- (1) The EAP provides short-term assistance and referrals to the appropriate community and health care resources for long-term assistance.
- (2) The EAP generally provides four visits; however, its services are tailored to meet the need.
- b. Assistance in Obtaining Benefits. Human Resource Management will provide a benefits specialist to work with the employee's supervisor to assist employees and/or families with the completion of forms for medical, disability, retirement, and life insurance claims. The benefits staff ensures that all death claims receive special handling. Claims are usually processed within 45 days for workman's compensation and within 30 days for life insurance.
- c. Transportation of Deceased Employees. The FAA will assist families in contacting a mortuary to arrange for transportation of the deceased to the burial site on an appropriate commercial carrier. This service will be coordinated between the employing office and the EAP response team. FAA aircraft cannot be used for this purpose. The mortuary will arrange for the transportation and send the claim to the Office of Workman's Compensation.
- d. Transportation of Injured Employees. The provisions for transportation of an injured employee are reviewed in each case. The FAA will assist the victim and/or family to arrange for transportation through coordination between the employing office and the EAP response team.
- (1) Transportation back to the point of origin for an injured employee who is able to travel is covered by travel regulations.
- (2) Return transportation for an injured employee who is medically unable to travel and requires special transportation such as air ambulance is covered through the Office of Workman's Compensation.
- e. Transportation of Nonemployees. To the extent possible, as authorized by the Administrator, nonemployee family members wishing to travel to the accident site or other locations related to the accident aftermath, may be provided transportation aboard FAA aircraft.

- f. Memorials Services/Memorials. If agency-sponsored memorial services and/or memorials are planned, an FAA representative shall consult with victims' family members regarding their wishes. To the fullest extent possible, the agency should honor the wishes of family members regarding memorial services and memorials, including the text of any inscription to be placed on a memorial. In no case, should an agency-sponsored memorial service conflict with a service provided by family members.
- 10. DISPOSITION OF PERSONAL EFFECTS. The manager of the employing office or his/her representative will advise families that personal items at the site that are identified as belonging to a specific deceased person are returned to the family with the body by the medical examiner, if possible. Before return, an inventory list is completed in order to track receipt and transfer of the items.
- a. Items from the Aircraft. After an accident, the NTSB assumes responsibility for the accident site. Personal effects that are recovered from the aircraft cabin and cargo areas are stored in a secured area and generally processed at a later time. The NTSB and FAA coordinate the return of personal effects to the victim or victim's family. The manager of the employing office or his/her representative will contact the victim or victim's family and ask how they would prefer the recovered items be returned. The items may be cleaned, left in the condition found, repaired, or, at the family's request, destroyed. The manager of the employing office or his/her representative carries out the desires of the victim or family. A signed release from the family shall be obtained by the FAA if the family requests that the FAA dispose of the items.
- b. Unallocated Items. The NTSB and FAA coordinate the return of unallocated items. An inventory is made of items which cannot be traced to a specific victim. The employing office facilitates distribution of the list to the victims' families to aid identification and return of those items.
- c. Personal Effects at the Office. Personal effects at the victim's office shall be inventoried by at least two people from the office. The office provides the inventory of personal effects to the victim's family. The inventory should include a brief description of each item and note the condition of the items. A signed release from the family shall be obtained by the FAA if the family requests that the FAA dispose of the items.
- 11. LEGAL REPRESENTATION OF CREWMEMBERS. If legal representation is requested by crewmembers and/or their families, they should be advised that the FAA provides legal representation for crewmembers involved in an FAA aircraft accident only if the crewmembers' interests are synonymous with those of the agency. The Department of Justice provides legal defense. Crewmembers should make their own arrangements for legal representation if there is any question whether their interests coincide with those of the agency.

FIGURE 1. NTSB NOTIFICATION CHECKLIST

INFORMATION REQUIRED BY THE NTSB
The following information is to be provided to the NTSB, if available:
AIRCRAFT TYPE AIRCRAFT NATIONALITY
AIRCRAFT REGISTRATION (N#)
NAME OF AIRCRAFT OWNER
NAME OF AIRCRAFT OPERATOR
NAME OF THE PILOT IN COMMAND
ACCIDENT/INCIDENT DATEACCIDENT/INCIDENT TIME
LAST POINT OF DEPARTURE
POINT OF INTENDED LANDING
POSITION OF AIRCRAFT (ref. easily defined geographical point)
NUMBER OF PEOPLE ON BOARD
NUMBER OF FATALITIES NUMBER SERIOUSLY INJURED
NATURE OF ACCIDENT/INCIDENT
WEATHER
DAMAGE TO AIRCRAFT (if known)
DESCRIPTION OF ANY EXPLOSIVES, RADIOACTIVE MATERIALS, OR ANY OTHER DANGEROUS MATERIALS ON BOARD (if applicable)

FIGURE 2. FAA AIRCRAFT ACCIDENT/INCIDENT NOTIFICATION RESPONSIBILITIES

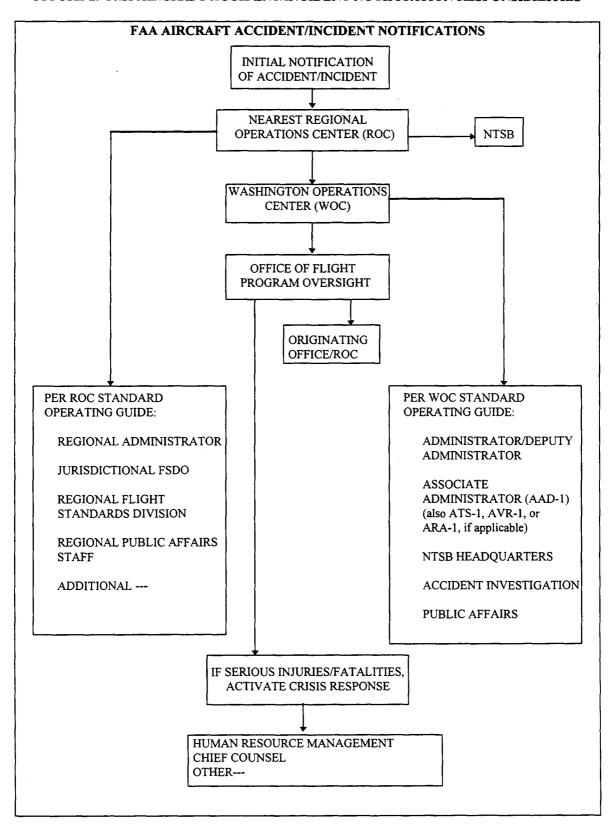


FIGURE 3. CREW CHECKLIST

CREW CHECKLIST

This basic checklist should be completed by a crewmember at the scene of the accident/incident if possible. Obtaining information regarding the status, condition, and location of crewmembers and passengers will assist in expediting emergency notifications. This is a sample format only. Any appropriate format may be used.

- DETERMINE THE STATUS AND CONDITION OF ALL MEMBERS OF THE CREW AND PASSENGERS.
- 2. ASSIST IN ANY RESCUE OR FIRST-AID EFFORTS IN PROGRESS.
- 3. LIST THE CONDITION AND LOCATION OF ALL PERSONNEL BEING REMOVED FROM THE SCENE.
- 4. CONTACT THE OFFICE AS SOON AS POSSIBLE AND GIVE ALL AVAILABLE INFORMATION LISTED ON THE INITIAL NOTIFICATION CHECKLIST (FIGURE 4).
- 5. REFRAIN FROM OFFERING OPINIONS OR GIVING NONESSENTIAL INFORMATION TO UNAUTHORIZED SOURCES. CONTACT THE EMPLOYING OFFICE FOR GUIDANCE.

SITE SAFETY PRECAUTIONS

Aircraft wreckage sites can be hazardous for many reasons. Personnel involved in the recovery, examination, and documentation of wreckage may be exposed to physical hazards posed by such things as hazardous cargo, flammable and toxic fluids, sharp or heavy objects, and disease. It is important to exercise good judgment, utilize available protective devices and clothing, and use extreme caution when working in the wreckage.

SITE SECURITY PRECAUTIONS

Secure the accident site and arrange for on-going security at the site.

FIGURE 4. INITIAL NOTIFICATION CHECKLIST

	COLLECT THE FOLLOWING INFORMATION:	
	sections of checklist should be completed if the information is available. Information collectlist may later be used to complete the NTSB Notification Checklist.	ected in this
1.	TIME OF DAY DATE	
2.	NAME OF CALLER	
3.	CALLER'S ADDRESS	
4.	CALLER'S TELEPHONE #	
5.	IS THE CALLER AN EYE WITNESS? (circle one) YES NO	
6.	LOCATION OF ACCIDENT (city/town, state)	
7.	AIRCRAFT (COLOR)(N-NUMBER)(TYPE)	_
8.	LOCAL POLICE NOTIFIED? (circle one) YES NO	
	(NAME) (PHONE NUMBER)	
9.	CAN CALLER DIRECT EMERGENCY EQUIPMENT TO THE SCENE? (circle one) YES NO N/A	
10	ARE THERE OTHER EYE WITNESES? (circle one) YES NO UNKNOWN	
	NAME/TELEPHONE #	
	NAME/TELEPHONE #	
11	. BRIEF DESCRIPTION OF ACCIDENT/INCIDENT	
_		
12	2. NUMBER OF PEOPLE ON BOARD	
		
13	NUMBER OF FATALITIES NUMBER SERIOUSLY INJURED	
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FIGURE 4. INITIAL NOTIFICATION CHECKLIST (CONTINUED)

14. NAME, LOCATION, AND CONDITION OF PASSENGER/CREW/OTHERS INVOLVED:		
NAME/LOCATION/CONDITION		
15. PURPOSE OF FLIGHT		
16. NAME OF THE PILOT IN COMMAND		
17. NAME OF THE SECOND IN COMMAND		
18. LAST POINT OF DEPARTURE		
19. POINT OF INTENDED LANDING		
20. WEATHER		
21. DAMAGE TO AIRCRAFT		
22. DESCRIPTION OF ANY EXPLOSIVES, RADIOACTIVE MATERIALS, OR ANY OTHER DANGEROUS MATERIALS ON BOARD (IF APPLICABLE)		
COMMENTS OR ADDITIONAL INFORMATION:		
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FIGURE 5. ACCIDENT/INCIDENT CHECKLIST

ACCIDENT/INCIDENT RESPONSE ACTIONS

This checklist will assist the originating office to complete all required actions.

- 1. OBTAIN INFORMATION ON INITIAL NOTIFICATION CHECKLIST (FIGURE 4).
- 2. NOTIFY THE REGIONAL OPERATIONS CENTER, IF NOT ALREADY REPORTED.
- 3. PROVIDE OPERATIONS CENTER WITH INFORMATION FROM NTSB NOTIFICATION CHECKLIST (FIGURE 1).
- 4. SECURE PASSENGER MANIFEST.
- 5. ARRANGE FOR AIRCRAFT WRECKAGE PRESERVATION IN ACCORDANCE WITH 49 CFR, SECTION 830.10 (BELOW).

49 CFR, SECTION 830.10, PRESERVATION OF AIRCRAFT WRECKAGE

- a. The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent practicable any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums (sic) of the flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft, and to the airmen until the Board takes custody thereof or a release is granted pursuant to 831.12(b).
- b. Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to extent necessary:
 - 1. To remove persons injured or trapped;
 - 2. To protect the wreckage from further damage; or
 - 3. To protect the public from injury.
- c. Where it is necessary to move aircraft wreckage, mail, or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original position and condition of the wreckage and any significant impact marks.
- d. The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.
- 6. PROVIDE TIMELY NOTIFICATION TO FAMILY MEMBERS OF VICTIMS (SEE NOTIFICATION OF NEXT OF KIN IN FAMILY ASSISTANCE RESPONSIBILITIES).
- 7. IF APPLICABLE, NOTIFY THE OFFICE OF GOVERNMENTAL AFFAIRS WITH THE NECESSARY INFORMATION ON CONGRESSIONAL PASSENGERS TO FACILIATE INTERACTION WITH APPROPRIATE CONGRESSIONAL OFFICIALS.

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FIGURE 5. ACCIDENT/INCIDENT CHECKLIST (CONTINUED)

- 8. IF APPLICABLE, NOTIFY THE DIRECTOR OF USAF/FAA INTEROPERATIONS, AAT-4, TO PROVIDE FOR NEXT-OF-KIN NOTIFICATION IF A DEATH OR INJURY INVOLVES DOD PERSONNEL.
- 9. IF APPLICABLE, NOTIFY THE OFFICE OF INTERNATIONAL AFFAIRS WITH THE NECESSARY INFORMATION ON FOREIGN PASSENGERS TO FACILITATE INTERACTION WITH APPROPRIATE FOREIGN GOVERNMENT OFFICIALS.
- 10. IF APPLICABLE, NOTIFY THE OFFICE OF INTERNATIONAL AFFAIRS WITH THE NECESSARY INFORMATION ON AN FAA AIRCRAFT ACCIDENT OR INCIDENT OCCURRING IN A FOREIGN COUNTRY.
- 11. ENSURE THAT ALL FLIGHT PROGRAM CREWMEMBERS AND EMPLOYEES IN THE AFFECTED ORGANIZATION ARE NOTIFIED OF THE ACCIDENT/INCIDENT.
- 12. WHEN REQUESTED, PROVIDE THE NTSB THE MOST CURRENT RECONCILED COPY OF THE PASSENGER MANIFEST. EACH COPY SHOULD BE ANNOTATED SO IT CAN BE DISTINGUISHED FROM PREVIOUS COPIES.

FOLLOW-ON ITEMS

COORDINATE THE DISPOSITION OF PERSONAL EFFECTS WITH THE VICTIM'S FAMILY.

SUBMIT NTSB FORM 6120.1/2 TO THE NTSB WITHIN 10 DAYS AFTER AN ACCIDENT, OR WITHIN 7 DAYS IF AN OVERDUE AIRCRAFT IS STILL MISSING.

SUBMIT A REPORT ON AN INCIDENT TO THE NTSB ONLY IF REQUESTED BY AN AUTHORIZED REPRESENTATIVE OF THE BOARD.

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FIGURE 6. FAA CREWMEMBER EMERGENCY INFORMATION CHECKLIST

FAA CREWMEMBER EMERGENCY INFORMATION CHECKLIST		
To the extent possible, the following information shall be obtained from each crewmember. This information is confidential and should be maintained in a secure location. This is a sample format only. Any appropriate format may be used.		
NAME:		
ADDRESS:		
HOME TELEPHONE:		
NEXT OF KIN:		
ADDRESS:		
HOME TELEPHONE:		
WORK ADDRESS:		
WORK TELEPHONE:		
LOCATION OF DENTAL RECORDS:		
REMARKS:		
SECONDARY NEXT OF KIN:		
ADDRESS:		
HOME TELEPHONE:		
WORK ADDRESS:		
WORK TELEPHONE:		
DATE OF LAST REVIEW:		
SPECIAL INSTRUCTIONS:		