

CHANGEU.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

4040.25 CHG 1


4/5/99

SUBJ: FAA AIRCRAFT ACCIDENT/INCIDENT RESPONSE PLAN

1. **PURPOSE.** This change transmits revised pages to Appendix 1, FAA Aircraft Accident/Incident Response Plan.
2. **DISTRIBUTION.** This change is distributed to the division level in 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 to the Operations Centers; to the branch level in the Office of Facility Management and the FAA Academy at the Aeronautical Center; to the branch level in the Facility Services and Engineering Division at the Technical Center; and to a standard distribution to all Aircraft Certification Offices and Flight Standards field offices.
3. **EXPLANATION OF CHANGES.** With the abolishment of the Office of Flight Program Oversight, the Flight Standards Service assumed functional responsibility for the FAA flight program. The changes to appendix 1 delete obsolete references to the Associate Administrator for Administration and replace the Director of Flight Program Oversight with the Director, Flight Standards Service, in the initial notification sequence and response.
4. **DISPOSITION OF TRANSMITTAL.** After filing the attached pages, this change transmittal should be retained until the order is superseded by a new basic order.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
Appendix 1		Appendix 1	
1 and 2	4/6/98	1 and 2	4/5/99
5 and 6	4/6/98	5	4/5/99
9 and 10	4/6/98	6	4/6/98
		9	4/5/99
		10	4/6/98


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

Initiated By: AFS-9

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, Flight Standards Service. 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 Regulation and Certification (AVR-1). As applicable, the WOC also notifies the Associate Administrator for Air Traffic Services (ATS-1), and/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, Flight Standards Service (AFS-1), is the overall focal point in coordinating FAA response to the accident/incident and activating crisis response/family assistance, if appropriate. AFS-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 the latest edition of FAA Order 4040.9, FAA Aircraft Management Program, paragraph 253.)

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, AFS-1 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.

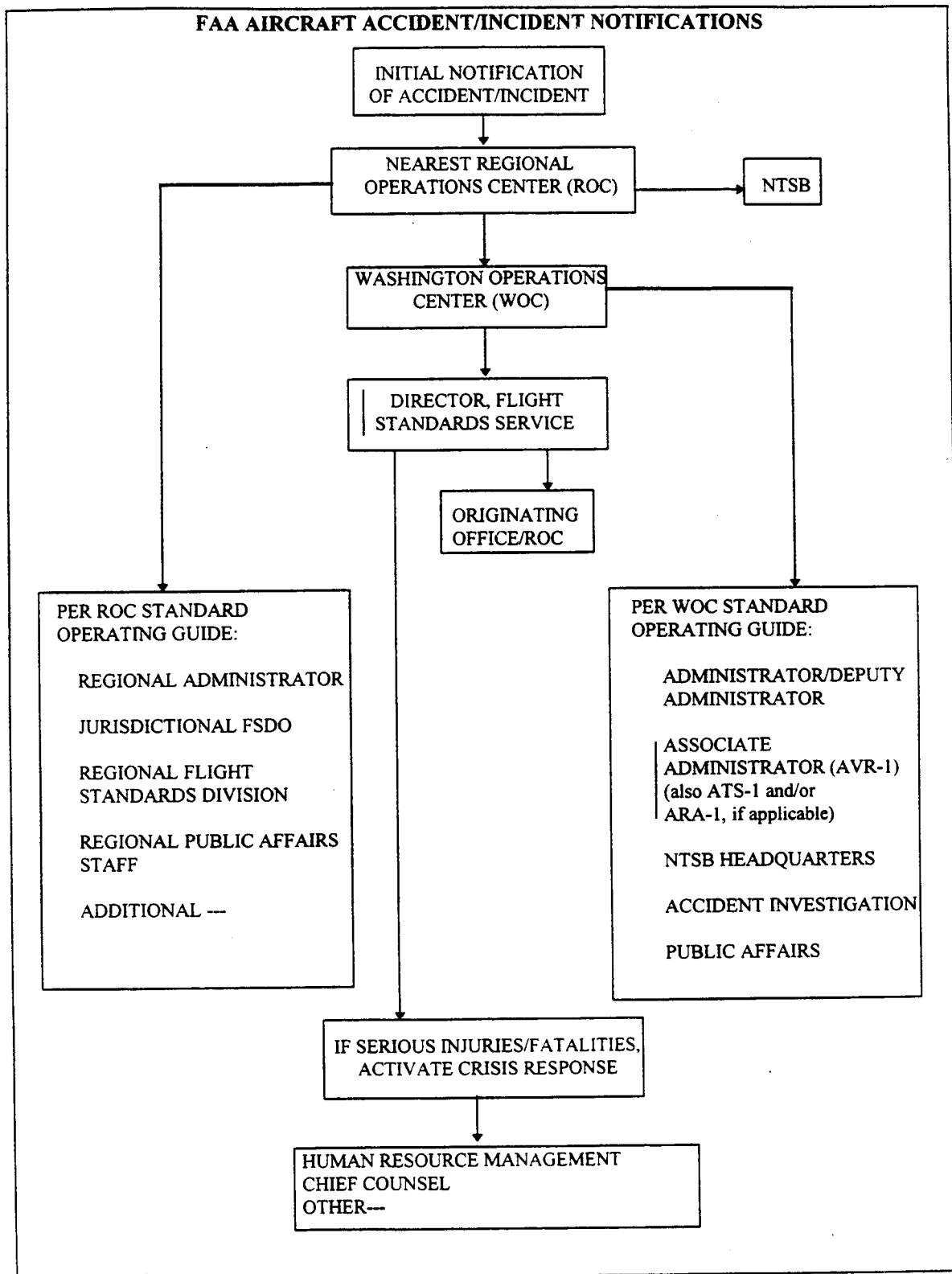
FIGURE 2. FAA AIRCRAFT ACCIDENT/INCIDENT NOTIFICATION RESPONSIBILITIES

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.

1. 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.