

The evolution and current state of transportation disaster family assistance in the United States

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National Transportation Safety Board



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Fundamental Concerns of Family Members

Notification of Involvement



What happened?

Victim Accounting



Where is my loved one?

Information and Resources



How do I get information and support?

Personal Effects



Where are their belongings?



Legislative Background

- Aviation Disaster Family Assistance Act of 1996
- Foreign Air Carrier Family Support Act of 1997
- Rail Passenger Disaster Family Assistance Act of 2008



Air crash coalition organizes, sets goals

A group representing survivors of airline crashes and relatives of victims organized over the weekend to prepare a lobbying and advocacy mission for victims of future air disasters.

The National Air Disaster Alliance specified its mission, established bylaws and approved interim leaders at meetings yesterday and Saturday at the Pittsburgh Green Tree Marriott.

The three dozen people at the meetings were affected by 11 airline crashes. Six of those were USAir mishaps, including the crash of Flight 427 in Hopewell in September 1994.

The members of the Flight 427 Air Disaster Support League were instrumental in creating the new coalition, which includes representatives of different groups that had

SEE CRASH, PAGE D-2

SAFETY BOARD

- Accidents in US or territories
- Domestic and Foreign air carriers
- Major loss of life

NTSB coordinates and provides additional resources to the airline/rail carrier and local government to help victims and their families while preserving local responsibility and jurisdiction

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TDA Model: On-scene Phase

Briefings



NTSB,
air carrier,
medicolegal
authority,
others

Travel, lodging, FAC



Air carrier

Personal effects



Vendor

Site Visit



NTSB,
local
agencies,
air carrier

Support Services



American
Red Cross

Antemortem Interview



Medicolegal
authority



TDA Model: Long term

Investigative Information,
Products, Meetings



Memorials, Events,
Anniversaries



Personal effects



Remains Disposition



Support Services



Advocacy



Family assistance provides...

- ✓ Information (factual)
- ✓ Consistency (routine)
- ✓ Realistic expectations
- ✓ A place and the people to get answers
- ✓ Safety and security (from public and media)
- ✓ Support through the grief process
- ✓ Reduction in stress and anxiety



...through...

- Building rapport and credibility
- Planning and preparedness
- Creating a process to address needs of victims and families
- Conveying realistic expectation
- Flexibility



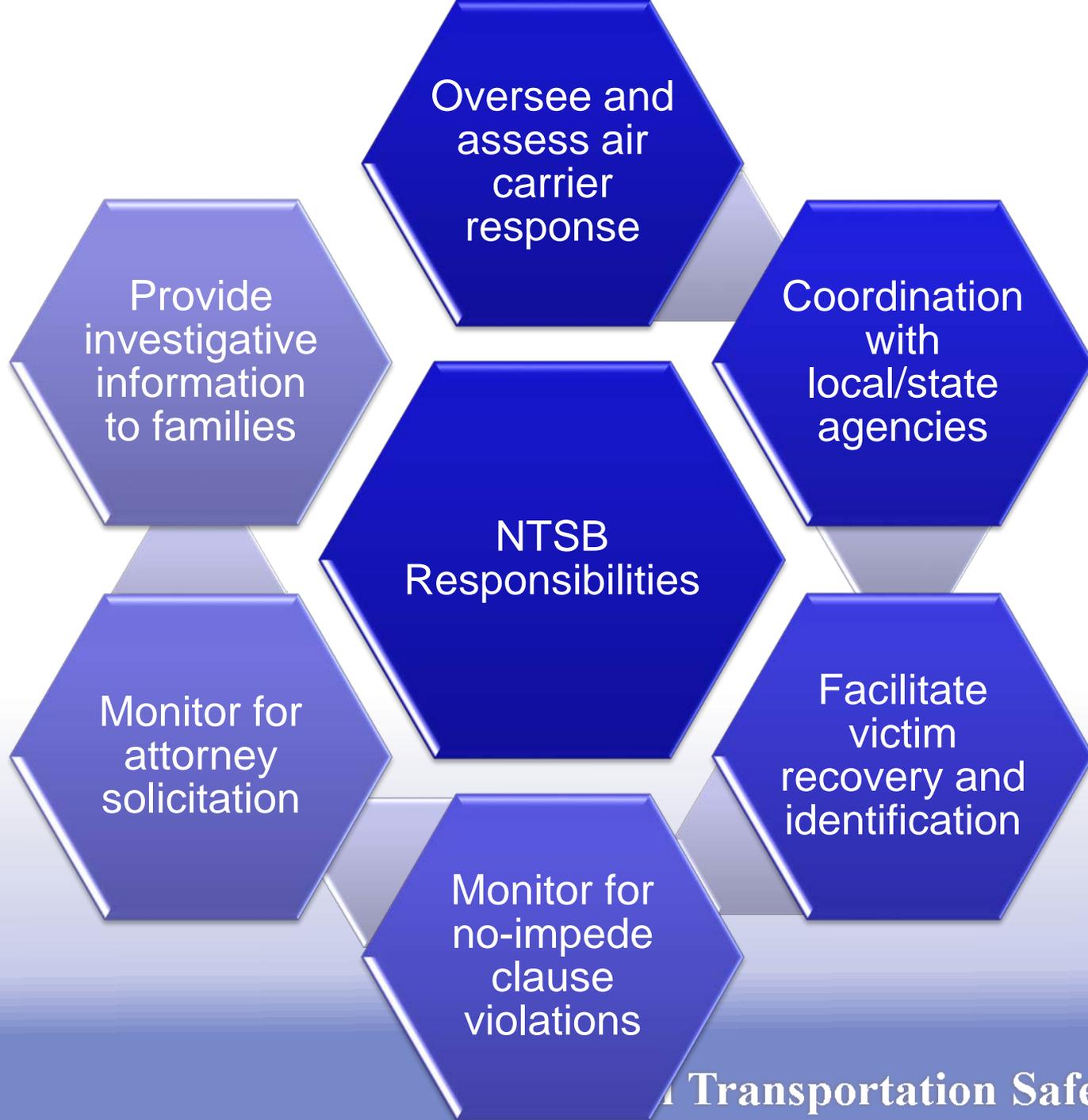
Family assistance does not provide...

- “Closure”
 - Step in the grief/recovery process
 - “Resiliency”
- All the answers
 - Factual information when available/allowable
 - Information on process when no factual information available
- Support for all needs
- Elimination of legal actions



Primary Partner Agencies - Aviation/Rail Accident









Asiana Consent Order

- \$500,000 civil penalties
 - \$400,000 penalty
 - \$100,000 credit for costs sponsoring multiple industry-wide conferences/training sessions to provide lessons-learned
- Three areas of noncompliance
 - Publication of reliable toll-free number and staff to take calls
 - Notification to families as soon as practicable
 - Sufficient resources to carry out the plan

Order 2014-02-20



UNITED STATES OF AMERICA
DEPARTMENT OF TRANSPORTATION
OFFICE OF THE SECRETARY
WASHINGTON, D.C.

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On the Twenty Fifth day of February, 2014

Asiana Airlines, Inc.	Served: February 25, 2014
Violations of 49 U.S.C. §§ 41313 and 41712	Docket OST-2014-0001

AP February 25, 2014, 2:43 PM

Asiana Airlines penalized \$500K for not assisting families after crash

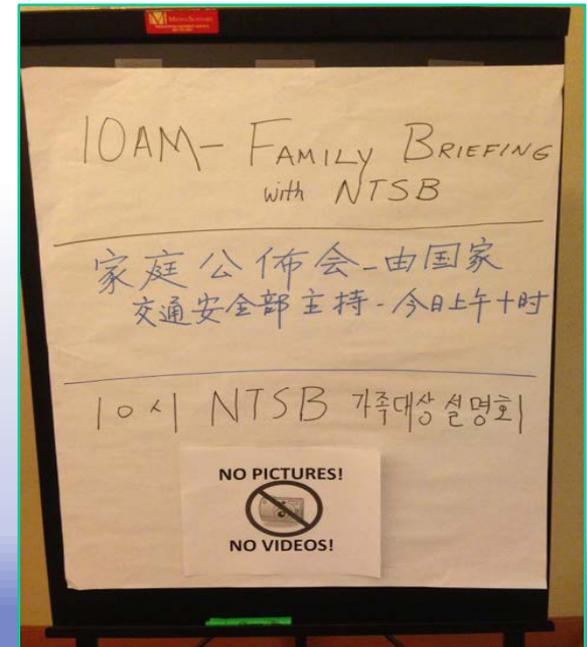


In this July 6, 2013 aerial file photo, the wreckage of Asiana Flight 214 lies on the ground after it crashed at the San Francisco International Airport in San Francisco. AP PHOTO/MARCIO JOSE SANCHEZ, FILE



Why does this work in the US?

- Independent and transparent safety investigation
- Well-designed family assistance process with single lead agency and effective partnerships
- Address core needs of family members
- Empathy supported by knowledge



Investigation and Prevention of Accidents and Incidents in Civil Aviation (2010)

Assistance Plan for Aeronautical Accident Victims and Support to their Families (2005)

The Provisions on the Emergency Response and Family Assistance Relating to Civil Aircraft Flight Accidents (2006)

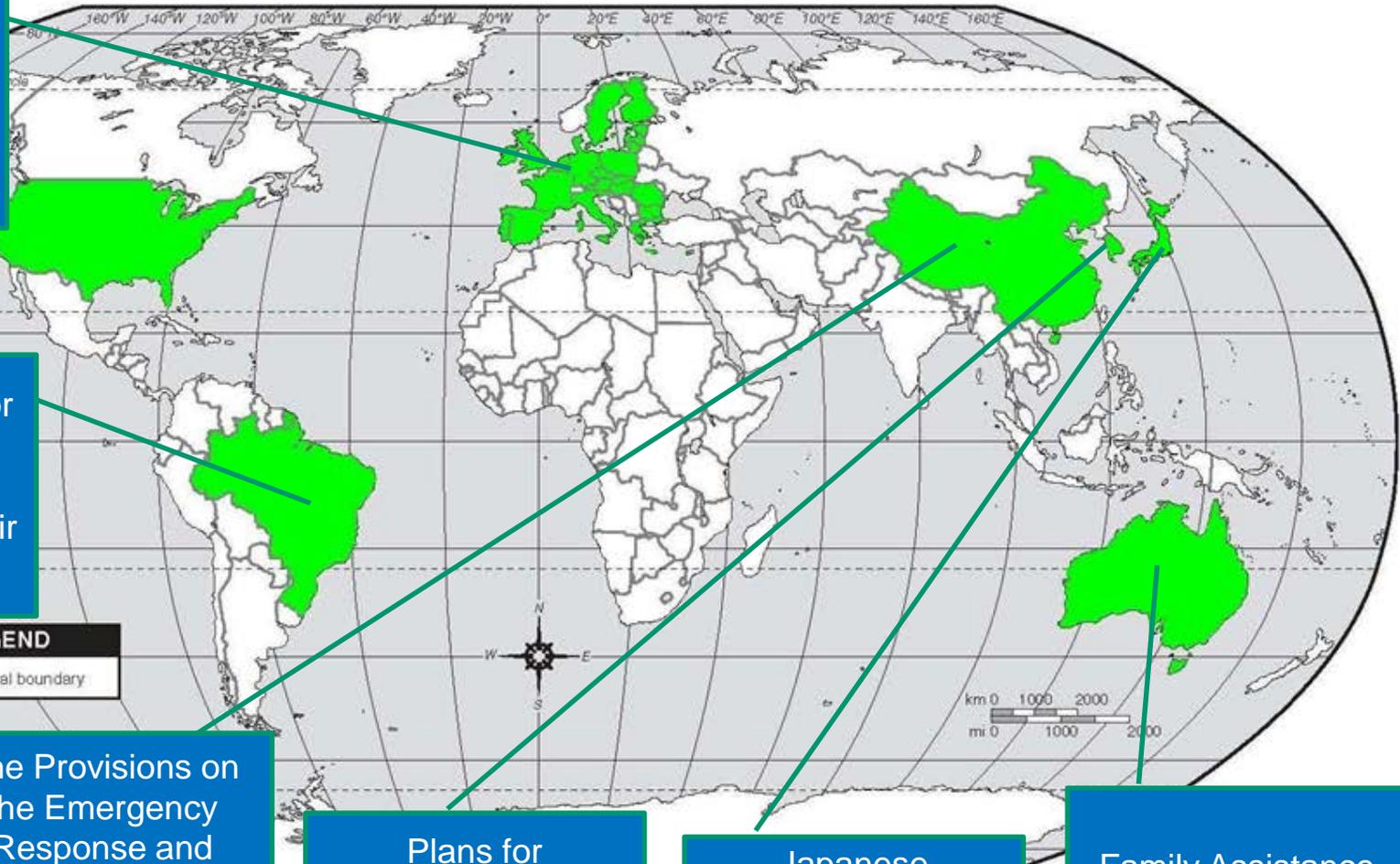
Plans for Assistance in Case of Aircraft Accidents (2006)

Japanese Transportation Safety Board and Ministry of Land, Infrastructure, Transport and Tourism (2012)

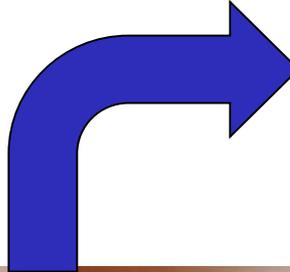
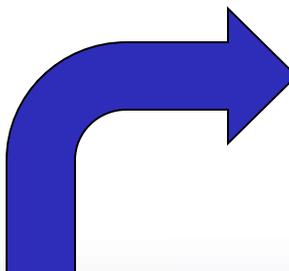
Family Assistance Code

International Family Assistance Legislation

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Evolution...



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Questions?

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