



Salt Lake City International Airport

Family and Friends Assistance Support Plan

Family and Friends Assistance Support Plan

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Family and Friends Assistance Support Plan

Introduction

The Salt Lake City Department of Airports strives to take a proactive approach to support our customers, tenants, and employees.

So, when an airport catastrophe occurs, a Family and Friends Assistance Center (FFAC) will be activated to assist with the needs of the affected airline. This document is an outline of the general response with the anticipation that flexibility in accordance to the situation will be factored in.

Congress passed the *Aviation Disaster Family Assistance Act of 1996* and placed the responsibility of family assistance in the hands of the affected airline (in conjunction with the American Red Cross and the National Transportation Safety Board (NTSB)). The purpose of the FFAC is to provide a safe and central place where family members and airline personnel can work together. It is up to the airline to determine that location. In the case that there are both family members of victims and survivors of the crash, the two groups may be separated within the FFAC to ensure that related emotions are respected.

Salt Lake City Department of Airports (SLCDA) has developed a plan to be activated by airport management. The plan will be activated when:

- There is a significant accident involving multiple serious injuries or death on an airline which was bound for, departed from, or was diverted to Salt Lake City International Airport.
- Upon request when a non-airline related disaster occurs in the vicinity of SLC.

Once activated, Airport staff will assist with the following:

- Provide a liaison to the affected airline.
- Help to establish a Family and Friends Assistance Center (FFAC) that is to be available for airline personnel and family and friends.
- Respect and guard the privacy of all families involved.
- Provide necessary and relevant information to the Airport EOC.
- Provide transportation if the situation warrants. ▪ Other related functions.

Family and Friends Assistance Support Plan

The Airport Training and Activities Center (ATAC) has been chosen by most airlines as the designated Family and Friends Assistance Center. This has been chosen for many reasons. First, it is away from the general operation of the airport. Second, it has numerous computers, phone connections and internet accessibility. And finally, it has many “breakout rooms” set-up for multiple purposes. 1911 West 2200 North is the physical location of the facility.

It is vital that the airline representative and the Airport liaison respond quickly. The airline’s full family assistance program will not be deployed for a number of hours after the incident. This is a pivotal time where Airport staff can play a needed role in supporting the airlines particularly those with very small local staffs.

Initial Activities

Aircraft Incident at Salt Lake City International Airport

Upon notification of a significant airline accident at SLC involving multiple serious injuries and/or fatalities, Airport Operations will contact the involved airline and will work collaboratively.

Airport Operations will dispatch an FFAC liaison to assist in activating the FFAC and coordinate between the airline and the Airport on-site.

When needed, Airport Operations will notify other airlines and any other appropriate and available personnel to respond to the Information Desk in the affected airline’s terminal. Employees will be briefed and assigned to direct and assist the airline to get family and friends to the FFAC.

A standard briefing conducted by airline personnel or Airport staff (if applicable), at the information desk, may include the following information:

- Incident aircraft’s flight number, origin and destination.
- Number of passengers/crew on board.
- Location of the FFAC.
- Parking vouchers for family or friends parked in the parking structure or economy lot.

Briefed Airport Operations personnel will then be assigned to assist family and friends at the following locations: the general area of the security checkpoint, airline ticket counters, baggage claim and drop-off/pick-up lanes.

Family and Friends Assistance Support Plan

As soon as possible, upon activation of the plan, the FFAC liaison will be dispatched to the Airport Training and Activities Center (ATAC) or other chosen site to assist with the set-up of the FFAC and relay information back to the Airport's Emergency Operations Center (EOC).

Aircraft Incident Off-Airport

When requested by the airline and/or the incident area is in close proximity to the Airport, Operations will contact the FFAC Liaison to assist in the activation of the FFAC. The family assistance team will work with the affected airline and local emergency management officials to determine the best location to set up the Family and Friends Assistance Center.

The FFAC Liaison will arrange the necessary support, such as transportation of airline personnel as well as separate transportation for family and friends to the designated reception center.

If needed, Airport Operations will notify other applicable SLCD staff to respond to the designated information desk to assist with collection of family and friends and to maintain positive control of these individuals until transportation to the designated Family and Friends Center is arranged.

A standard briefing conducted by the airline (or family assistance team if applicable), at the information desk should include:

- Incident aircraft's flight number, origin, and destination.
- Number of passengers/crew on board.
- Location of the Family and Friends Assistance Center
- Parking vouchers for family and friends parked in the parking structure or economy lot.

Airport Operations personnel, that have been fully briefed and are equipped with accurate information, will be assigned to assist family and friends at the following locations: the general area of the security checkpoint, ticket counter, baggage claim, and drop-off/pick-up lanes.

As soon as possible, upon activation of the plan and possibly prior to the arrival of the airlines family assistance team, the FFAC Liaison will be dispatched to the Airport Training and Activities Center (ATAC) (or other designated FFAC) to assist with the set-up of the Family and Friends Assistance Center.

Family and Friends Assistance Support Plan

Non-Aircraft Incident at Salt Lake City International Airport

Upon notification of a significant incident at the Airport involving multiple serious injuries and fatalities, Airport Operations will determine what assistance will be needed and the location of the Family and Friends Assistance Center. This plan should be activated when there is a significant event at SLC that does not include an airline (i.e. bus crash, terrorist attack, building collapse, etc.).

When needed (and if not already activated), Airport Operations will contact the Airport Family Assistance Team to respond and assist.

When needed, Airport Operations will notify other applicable SLCDCA staff to respond to the designated Information Desk to assist with collection of family and friends and to maintain positive control of these individuals until transportation to the FFAC is arranged.

A standard briefing conducted by the airline FFAC liaison or airport operations personnel at the Information Desk, should include:

- Incident aircraft's flight number, origin, and destination.
- Number of passengers/crew on board.
- Location of the Family Assistance Response Center.
- Parking vouchers for family members parked in the parking structure or economy lot.

Prior to the arrival of the Family Assistance Team, briefed Airport Operations personnel will be assigned to assist family and friends at the following locations: the general area of the security checkpoint, ticket counter, baggage claim and drop-off/pick-up lanes.

Operational Plan

Aircraft Incident at Salt Lake City International Airport

The family assistance process will transition through many different stages. The responsibility of family assistance ultimately rests on the shoulders of the affected airline. SLCDCA will support the airline in working with family and friends in an organized and compassionate way.

When dealing with the friends and families of any type of a catastrophe, the airport provides information and services.

Briefed officers will walk around the airline ticket counter, information desk, security checkpoints, and baggage claim areas coordinating and directing friends and family.

Family and Friends Assistance Support Plan

Initially, all persons claiming to be family members are allowed access to the Family and Friends Assistance Center (FFAC). Once the center is established, access will be limited to those persons who have been issued proper identification by the affected airline or appear on an approved list provided by the airline. The airline will coordinate access to the FFAC with airport security personnel.

It is anticipated that the involved airline may enlist the support of the local chapter of the Red Cross, religious relief services and other similar organizations.

The airport has an understanding with the Utah Air National Guard that in the case of an aviation disaster and the affected airline will be able to use the National Guard's hangar as a temporary morgue. The airport also has an understanding with the State regarding use of its hangar as needed. This decision, however, ultimately lies with the affected airline and is subject to change. Consideration should be given to the location of personal belongings and pets as well. If the incident airline does not have a hangar of their own, they may be able to use the locations above or the hangars of other airlines.

Ultimately, additional support will come from the network provided by the involved airline. This support may come from airline personnel provided from other stations and airline management, or from contracted companies which provide these services for smaller airlines. However, their response time may take anywhere from six to twelve hours and possibly longer.

Aircraft Incident Off-Airport

Dealing with an aircraft catastrophe off the airport property has been separated into three different scenarios.

The first scenario would be an accident in very close proximity to the Airport. In this case, the response may be identical to the protocol of an incident on airport property.

The second would be an incident in the local area. Often these incidents will not be close enough to the Airport to host the family assistance activities. However, the Airport may serve as a base for support personnel and supplies.

The third scenario would involve an aircraft incident at another airport, which departed or was bound for Salt Lake City. This situation may warrant activation of the FFAC since the incident aircraft would have most likely contained passengers that have local ties. These family and friends would initially be treated as if the incident occurred in Salt Lake City. Ultimately, it is most likely that the airline would transport the families to the airport where the accident occurred.

Family and Friends Assistance Support Plan

Non-aircraft Incident at Salt Lake City International Airport

The Family and Friends Assistance Support Plan for an incident that is non-airline related can prove to be very complex. Other than initial local agencies, there will not be a plethora of highly trained support staff coming from outside agencies like there would be if it were an airline incident. Some examples of this kind of catastrophe may include a bus crash, terrorist attack, or a building collapse.

While the general process and procedures will be similar to the above procedures in the *“Aircraft Incident at Salt Lake City International Airport”* section, the airport will have greater involvement with emergency medical services and the Red Cross. There may need to be representatives stationed at the hospital, passenger gathering site, the incident site and possibly the morgue to coordinate with the FFAC. The airport may assist the families with transportation.

Family Assistance Staffing

The duty of the SLCDCA Family and Friends Assistance Team is to assist and support the airlines in their Family and Friends Assistance operation (CARE, Customer Care). The following duties are grouped into two categories; Family and Friends Assistance Center (FFAC), liaison and landside operations.

Each airline has at least one or two representatives working at Salt Lake City International Airport who have been trained in their respective Family and Friend Assistance Teams. These people will be in charge of the Family and Friends Assistance operation. The airport will station a liaison at the FFAC to assist the affected airline and update the airport EOC.

As established by the Aviation Disaster Family Assistance Act of 1996, the airline has the responsibility of providing necessary creature comforts such as pillows, blankets, food, drinks, etc. It should be made clear that any purchasing that will be done is through the affected airline. The Airport funds will not be used unless approved by the EOC Finance Manager.

Family and Friends Assistance Center (FFAC) Liaison

- The FFAC liaison will be stationed at the affected airline’s Family and Friend Assistance Center to communicate information to the airport’s EOC and to support the airline.
- Assume the position of the FFAC liaison until relieved by the Airport/airline EOC.
- Establish communication with the EOC and regularly report to the EOC.
- Establish communication with the affected airline.
- Assist in the preparation and opening of the FFAC.

Family and Friends Assistance Support Plan

- Ensure coordination and communication with involved Airport staff.
- Attend briefings with the affected airline's family assistance team members.
- Keep the EOC advised of any problems and updates with regard to the FFAC. ▪ Maintain a written situation log.
- Work with the SLCDCA team members to ensure that documentation is completed during the family assistance process.
- Work with the airline's family assistance team to reunite friends and family members with accident survivors.
- Work with the fire department to address the medical needs that arise during the family assistance process.
- Work with the affected airline and landside operations to coordinate transportation needs. This may include: transportation of family members to the FFAC, transportation of airline personnel and support staff to an accident site off property and movement of goods and personnel.
- Ensure that all SLCDCA members and support personnel are debriefed prior to departing.

Landside Officers

The responsibilities of the Landside Operations are three-fold potentially involving gathering, transportation and security. The duties are:

Gathering

Work with the affected airline to gather friends and family in the terminals. Communicate transportation needs to the FFAC liaison and the transportation coordinator.

- Obtain parking vouchers for family and friends and provide them with a map and/or driving directions as needed. Landside officers maybe posted at the information desk, security check point, and the baggage claim area in the affected terminal building.
- A typical briefing of landside officers may include:
 - Incident aircraft's flight number, origin, and destination.
 - Number of passengers/crew on board. Location of the Family and Friends Assistance Center.
 - Parking vouchers for those parked in the parking structure or economy lot.
- Maintain a written situation log.

Family and Friends Assistance Support Plan

Transportation

- Arrange for ground transportation and parking for airline team members, support staff and family members.
- Assign designated parking areas at the Friends and Family Assistance Center.
- Notify Airport tenants or others impacted by the presence of the FFAC.
- Coordinate transportation between the FFAC and the terminals as determined. In the event of an off- airport incident, coordinate transportation for support staff, airline personnel, NTSB, etc. to the crash site.
- Provide direction to the various facilities, hospitals, hotels, and other support venues. ▪ Coordinate all external transportation services as requested by the FFAC liaison.
- Maintain a written situation log.

Security

- Work with the airline and FFAC liaison in coordinating security.
- Direct media to a designated area.
- Assist in removal of any individual deemed inappropriate to be in the FFAC.
- Arrange for sufficient support posted inside and outside of the FFAC. ▪ Keep the FFAC liaison advised.
- Determine the best route in and out of the FFAC and secure that route.
- Secure the area where the families are directed to park their cars.
- Ensure that only persons having any of the following identification are allowed access to all secure areas of the FFAC:
 - Public safety uniform and related identification.
 - Airline approved ID badge.
 - Identified Family and Friends.
 - Identification showing that the person regularly works at the facility being used as the FFAC.

Family and Friends Assistance Support Plan

Provisions for Pets

Pets and other animals that survive an aircraft crash will be gathered by the Airport's Canine Team and transported to their facility at the Police Training Facility.

Determination will be made by the incident command as to handling injured or deceased animals. A site where owners can claim them will be coordinated with the involved airline and will most likely be a hangar or cargo facility.

Family and Friends Assistance Support Plan

Parking Voucher Program

In the event of an air carrier catastrophe, the Family and Friends Assistance Center (FFAC) will be activated. During briefings by airline personnel or Airport staff at the Information Desk, parking vouchers will be distributed to the “identified family and friends” who may be parked in the parking structure or the economy lot.

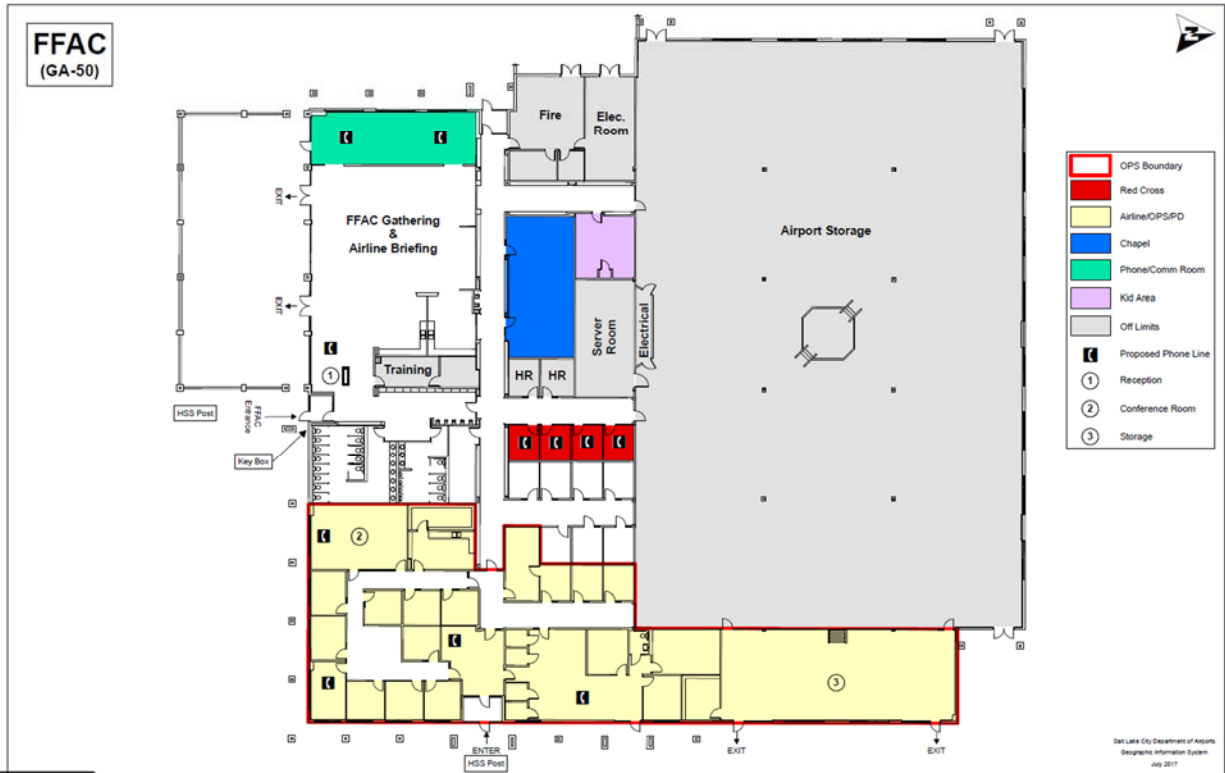
Once the support plan is implemented, Airport staff will notify the parking operator of the situation and provide an approximate time line for departure of family and friends from the parking facility. This will allow the operator time to re-allocate staff to provide ease of exiting for the family and friends at the airport.

Parking vouchers will be utilized and provided by Airport staff to all identified friends and family. The voucher will be used in addition to the parking ticket to exit the facility at either a cashier lane or an automated station at the exit plaza. Parking personnel will be posted at the exit plaza to assist in the exiting process.

The parking vouchers will be pre-printed coupons that are only to be utilized during the execution of the plan as authorized by an Assistant Operations Director or the Director of Operations. The vouchers are located in a designated secure area in the Airport Control Center.

As briefings occur at the Information Desk or when encountered by Landside Officers, people that identify themselves as a family member or friend that is in the Airport to meet an involved passenger will receive a parking voucher. The voucher allows them to exit the parking facility at no charge and proceed to the Airport Training and Activities Center (ATAC) or other location for further briefing by the airline.

ATAC – Airport Training and Activities Center
 1911 West 2200 North – SLC, Utah 84116



Airport Comfort Inn	North Admiral Byrd Road	Salt Lake City, UT 84116-3773	(801) 746-5200	155
Airport Inn Hotel	West North Temple	Salt Lake City, UT 84116-2915	(801) 539-0438	100
Airport Marriott Fairfield Inn & Suites	West North Temple	Salt Lake City, UT 84116	(801) 355-3331	104
Baymont Inn & Suites Airport	West North Temple	Salt Lake City, UT 84116-2911	(801) 355-0088	93
Best Western Airport Inn	West North Temple	Salt Lake City, UT 84116	(801) 539-5005	59
Candlewood Suites - Airport	West North Temple	Salt Lake City, UT 84116	(801) 359-7500	122
Comfort Suites - Airport	West North Temple	Salt Lake City, UT 84116	(801) 715-8688	104
Courtyard by Marriott - Airport	West Douglas Corrigan Way	Salt Lake City, UT 84116	(801) 532-4085	154
Days Inn - Airport	West North Temple	Salt Lake City, UT 84116-3047	(801) 539-8538	110
Gateway Inn	W North Temple	Salt Lake City, UT 84116-3347	(801) 533-0603	54
Hampton Inn & Suites - Airport	N Admiral Byrd Road	Salt Lake City, UT 84116-3717	(801) 530-0088	100
Hilton Salt Lake Airport	Wiley Post Way	Salt Lake City, UT 84116-2832	(801) 539-1515	288
Holiday Inn Express Hotel & Suites	W North Temple	Salt Lake City, UT 84116	(801) 741-1500	92
Holiday Inn Express Hotel & Suites	W North Temple	Tooele, UT 84074	(435) 833-0500	111
Hyatt Place Airport	North Tommy Thompson Road	Salt Lake City, UT 84116	(801) 363-1400	123
La Quinta Inn & Suites		Salt Lake City, UT 84116	(801) 366-4444	114
Motel 6 Airport		Salt Lake City, UT 84116	801-364-1053	100
Quality Inn Airport	West North Temple	Salt Lake City, UT 84116-3127	(801) 533-9000	191
Radisson Airport	West North Temple	Salt Lake City, UT 84116-2912	(801) 364-5800	126
Ramada Airport	West Amelia Earhart Drive	Salt Lake City, UT 84116-3715	(801) 537-7020	174
Residence Inn by Marriott Airport	West Douglas Corrigan Way	Salt Lake City, UT 84116	(801) 532-4101	104

Airport Area Hotels

Airport Hotels

Street Address

City, State, Zip

Number of total

AAA Rating

Type

Full Service- Has a restaurant and bar on property open 7-days a week. Restaurant food 24 hours, Room service 24 hours, concierge level, 24 hour manned front desk, hour airport shuttle and business center.

Limited Service- Typically they do not have a 24 hour restaurant and room service. They may not have a concierge level. May not have turn down service available.

Aviation Disaster Family Assistance Act of 1996

SEC. 701. SHORT TITLE.

This title may be cited as the "Aviation Disaster Family Assistance Act of 1996".
[[Page 110 STAT. 3265]]

SEC. 702. ASSISTANCE BY NATIONAL TRANSPORTATION SAFETY BOARD TO FAMILIES OF PASSENGERS INVOLVED IN AIRCRAFT ACCIDENTS.

(a) Authority To Provide Assistance.--

(1) In general.--Subchapter III of chapter 11 is amended by adding at the end the following:

"Sec. 1136. Assistance to families of passengers involved in aircraft accidents

"(a) In General.--As soon as practicable after being notified of an aircraft accident within the United States involving an air carrier or foreign air carrier and resulting in a major loss of life, the Chairman of the National Transportation Safety Board shall--

"(1) designate and publicize the name and phone number of a director of family support services who shall be an employee of the Board and shall be responsible for acting as a point of contact within the Federal Government for the families of passengers involved in the accident and a liaison between the air carrier or foreign air carrier and the families; and "(2) designate an independent nonprofit organization, with experience in disasters and post trauma communication with families, which shall have primary responsibility for coordinating the emotional care and support of the families of passengers involved in the accident.

"(b) Responsibilities of the Board.--The Board shall have primary Federal responsibility for facilitating the recovery and identification of fatally-injured passengers involved in an accident described in subsection (a).

"(c) Responsibilities of Designated Organization.--The organization designated for an accident under subsection (a)(2) shall have the following responsibilities with respect to the families of passengers involved in the accident:

“(1) To provide mental health and counseling services, in coordination with the disaster response team of the air carrier or foreign air carrier involved.

“(2) To take such actions as may be necessary to provide an environment in which the families may grieve in private.

“(3) To meet with the families who have traveled to the location of the accident, to contact the families unable to travel to such location, and to contact all affected families periodically thereafter until such time as the organization, in consultation with the director of family support services designated for the accident under subsection (a)(1), determines that further assistance is no longer needed.

“(4) To communicate with the families as to the roles of the organization, government agencies, and the air carrier or foreign air carrier involved with respect to the accident and the post-accident activities.

“(5) To arrange a suitable memorial service, in consultation with the families.

“(d) Passenger Lists.--

“(1) Requests for passenger lists.--

“(A) Requests by director of family support services.--It shall be the responsibility of the director of family support services designated for an accident under subsection (a)(1) to request, as soon as practicable, from the air carrier or foreign air carrier involved in the accident a list, which is based on the best available information at the time of the request, of the names of the passengers that were aboard the aircraft involved in the accident.

“(B) Requests by designated organization.--The organization designated for an accident under subsection (a)(2) may request from the air carrier or foreign air carrier involved in the accident a list described in subparagraph (A).

“(2) Use of information.--The director of family support services and the organization may not release to any person information on a list obtained under paragraph (1) but may provide information on the list about a passenger to the family of the passenger to the extent that the director of family support services or the organization considers appropriate.

“(e) Continuing Responsibilities of the Board.--In the course of its investigation of an accident described in subsection (a), the Board shall, to the maximum extent practicable, ensure that the families of passengers involved in the accident--

“(1) are briefed, prior to any public briefing, about the accident, its causes, and any other findings from the investigation; and

“(2) are individually informed of and allowed to attend any public hearings and meetings of the Board about the accident.

“(f) Use of Air Carrier Resources.--To the extent practicable, the organization designated for an accident under subsection (a)(2) shall coordinate its activities with the air carrier or foreign air carrier involved in the accident so that the resources of the carrier can be used to the greatest extent possible to carry out the organization's responsibilities under this section.

“(g) Prohibited Actions.--

“(1) Actions to impede the board.--No person (including a State or political subdivision) may impede the ability of the Board (including the director of family support services designated for an accident under subsection (a)(1)), or an organization designated for an accident under subsection (a)(2), to carry out its responsibilities under this section or the ability of the families of passengers involved in the accident to have contact with one another.

“(2) Unsolicited communications.--In the event of an accident involving an air carrier providing interstate or foreign air transportation, no unsolicited communication concerning a potential action for personal injury or wrongful death may be made by an attorney or any potential party to the litigation to an individual injured in the accident, or to a relative of an individual involved in the accident, before the 30th day following the date of the accident.

“(h) Definitions.--In this section, the following definitions apply:

“(1) Aircraft accident.--The term ‘aircraft accident’ means any aviation disaster regardless of its cause or suspected cause.

“(2) Passenger.--The term ‘passenger’ includes an employee of an air carrier aboard an aircraft.”.

(2) Conforming amendment.--The table of sections for such chapter is amended by inserting after the item relating to section 1135 the following:

``1136. Assistance to families of passengers involved in aircraft accidents.".

(b) Penalties.--Section 1155(a)(1) of such title is amended-- (1) by striking ``or 1134(b) or (f)(1)" and inserting `` , section 1134(b), section 1134(f)(1), or section 1136(g)"; and (2) by striking ``either of" and inserting ``any of".

SEC. 703. AIR CARRIER PLANS TO ADDRESS NEEDS OF FAMILIES OF PASSENGERS INVOLVED IN AIRCRAFT ACCIDENTS.

(a) In General.--Chapter 411 is amended by adding at the end the following:

``Sec. 41113. Plans to address needs of families of passengers involved in aircraft accidents

``(a) Submission of Plans.--Not later than 6 months after the date of the enactment of this section, *each air carrier holding a certificate of public convenience and necessity under section 41102 of this title* shall submit to the Secretary and the Chairman of the National Transportation Safety Board a plan for addressing the needs of the families of passengers involved in any aircraft accident involving an aircraft of the air carrier and resulting in a major loss of life. ``(b)

Contents of Plans.--A plan to be submitted by an air carrier under subsection (a) shall include, at a minimum, the following:

``(1) A plan for publicizing a reliable, toll-free telephone number, and for providing staff, to handle calls from the families of the passengers.

``(2) A process for notifying the families of the passengers, before providing any public notice of the names of the passengers, either by utilizing the services of the organization designated for the accident under section 1136(a)(2) of this title or the services of other suitably trained individuals.

``(3) An assurance that the notice described in paragraph (2) will be provided to the family of a passenger as soon as the air carrier has verified that the passenger was aboard the

aircraft (whether or not the names of all of the passengers have been verified) and, to the extent practicable, in person.

“(4) An assurance that the air carrier will provide to the director of family support services designated for the accident under section 1136(a)(1) of this title, and to the organization designated for the accident under section 1136(a)(2) of this title, immediately upon request, a list (which is based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), and will periodically update the list.

“(5) An assurance that the family of each passenger will be consulted about the disposition of all remains and personal effects of the passenger within the control of the air carrier.

“(6) An assurance that if requested by the family of a passenger, any possession of the passenger within the control of the air carrier (regardless of its condition) will be returned to the family unless the possession is needed for the accident investigation or any criminal investigation.

“(7) An assurance that any unclaimed possession of a passenger within the control of the air carrier will be retained by the air carrier for at least 18 months.

“(8) An assurance that the family of each passenger will be consulted about construction by the air carrier of any monument to the passengers, including any inscription on the monument.

“(9) An assurance that the treatment of the families of nonrevenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

“(10) An assurance that the air carrier will work with any organization designated under section 1136(a)(2) of this title on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following each accident.

“(11) An assurance that the air carrier will provide reasonable compensation to any organization designated under section 1136(a)(2) of this title for services provided by the organization.

“(12) An assurance that the air carrier will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

“(13) An assurance that the air carrier will commit sufficient resources to carry out the plan.

“(c) Certificate Requirement.--After the date that is 6 months after the date of the enactment of this section, the Secretary may not approve an application for a certificate of public convenience and necessity under section 41102 of this title unless the applicant has included as part of such application a plan that meets the requirements of subsection (b).

“(d) Limitation on Liability.--An air carrier shall not be liable for damages in any action brought in a Federal or State court arising out of the performance of the air carrier in preparing or providing a passenger list pursuant to a plan submitted by the air carrier under subsection (b), unless such liability was caused by conduct of the air carrier which was grossly negligent or which constituted intentional misconduct.

“(e) Aircraft Accident and Passenger Defined.--In this section, the terms ‘aircraft accident’ and ‘passenger’ have the meanings such terms have in section 1136 of this title.”

(b) Conforming Amendment.--The table of sections for such chapter is amended by adding at the end the following:

“41113. Plans to address needs of families of passengers involved in aircraft accidents.”

SEC. 704. ESTABLISHMENT OF TASK FORCE.

(a) Establishment.--The Secretary of Transportation, in cooperation with the National Transportation Safety Board, the Federal Emergency Management Agency, the American Red Cross, air carriers, and families which have been involved in aircraft accidents shall establish a task force consisting of representatives of such entities and families, representatives of air carrier employees, and representatives of such other entities as the Secretary considers appropriate.

(b) Guidelines and Recommendations.--The task force established pursuant to subsection (a) shall develop--

(1) guidelines to assist air carriers in responding to aircraft accidents;

(2) recommendations on methods to ensure that attorneys and representatives of media organizations do not intrude on the privacy of families of passengers involved in an aircraft accident;

(3) recommendations on methods to ensure that the families of passengers involved in an aircraft accident who are not

citizens of the United States receive appropriate assistance;
(4) recommendations on methods to ensure that State mental health licensing laws do not act to prevent out-of-state mental health workers from working at the site of an aircraft accident or other related sites;

(5) recommendations on the extent to which military experts and facilities can be used to aid in the identification of the remains of passengers involved in an aircraft accident; and

(6) recommendations on methods to improve the timeliness of the notification provided by air carriers to the families of passengers involved in an aircraft accident, including--

(A) an analysis of the steps that air carriers would have to take to ensure that an accurate list of passengers on board the aircraft would be available within 1 hour of the accident and an analysis of such steps to ensure that such list would be available within

3 hours of the accident;

(B) an analysis of the added costs to air carriers and travel agents that would result if air carriers were

required to take the steps described in subparagraph (A);

(C) an analysis of any inconvenience to passengers, including flight delays, that would result if air carriers were required to take the steps described in subparagraph (A); and

(D) an analysis of the implications for personal privacy that would result if air carriers were required to take the steps described in subparagraph (A).

(c) Report.--Not later than 1 year after the date of the enactment of this Act, the Secretary shall transmit to Congress a report containing the model plan and recommendations developed by the task force under subsection (b).

Foreign Air Carrier Family Support Act of 1997

Public Law 105-148, 105th Congress

To amend title 49, United States Code, to require the National Transportation Safety Board and individual foreign air carriers to address the needs of families of passengers involved in aircraft accidents involving foreign air carriers.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

SECTION 1. PLANS TO ADDRESS NEEDS OF FAMILIES OF PASSENGERS INVOLVED IN FOREIGN AIR CARRIER ACCIDENTS.

(a) In General.--Chapter 413 of title 49, United States Code, is amended by adding at the end the following:

“Sec. 41313. Plans to address needs of families of passengers involved in foreign air carrier accidents

“(a) Definitions.--In this section, the following definitions apply:

“(1) Aircraft accident.--The term ‘aircraft accident’ means any aviation disaster, regardless of its cause or suspected cause, that occurs within the United States; and

“(2) Passenger.--The term ‘passenger’ includes an employee of a foreign air carrier or air carrier aboard an aircraft.

“(b) Submission of Plans.--A foreign air carrier providing foreign air transportation under this chapter shall transmit to the Secretary of Transportation and the Chairman of the National Transportation Safety Board a plan for addressing the needs of the families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life.

“(c) Contents of Plans.--To the extent permitted by foreign law which was in effect on the date of the enactment of this section, a plan submitted by a foreign air carrier under subsection (b) shall include the following:

“(1) Telephone number.--A plan for publicizing a reliable, toll-free telephone number and staff to take calls to such number from families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life.

“(2) Notification of families.--A process for notifying, in person to the extent practicable, the families of passengers involved in an aircraft accident that involves an aircraft under the control of the foreign air carrier and results in a significant loss of life before providing any public notice of the names of such passengers. Such notice shall be provided by using the services of--

“(A) the organization designated for the accident under section 1136(a)(2); or

“(B) other suitably trained individuals.

“(3) Notice provided as soon as possible.--An assurance that the notice required by paragraph (2) shall be provided as soon as practicable after the foreign air carrier has verified the identity of a passenger on the foreign aircraft, whether or not the names of all of the passengers have been verified.

“(4) List of passengers.--An assurance that the foreign air carrier shall provide, immediately upon request, and update a list (based on the best available information at the time of the request) of the names of the passengers aboard the aircraft (whether or not such names have been verified), to--

“(A) the director of family support services designated for the accident under section 1136(a)(1); and

“(B) the organization designated for the accident under section 1136(a)(2).

“(5) Consultation regarding disposition of remains and effects.--An assurance that the family of each passenger will be consulted about the disposition of any remains and personal effects of the passenger that are within the control of the foreign air carrier.

“(6) Return of possessions.--An assurance that, if requested by the family of a passenger, any possession (regardless of its condition) of that passenger that is within the control of the foreign air carrier will be returned to the family

unless the possession is needed for the accident investigation or a criminal investigation.

“(7) Unclaimed possessions retained.--An assurance that any unclaimed possession of a passenger within the control of the foreign air carrier will be retained by the foreign air carrier for not less than 18 months after the date of the accident. (8)

Monuments.--An assurance that the family of each passenger will be consulted about construction by the foreign air carrier of any monument to the passengers built in the United States, including any inscription on the monument. (9) Equal

treatment of passengers.--An assurance that the treatment of the families of nonrevenue passengers will be the same as the treatment of the families of revenue passengers.

“(10) Service and assistance to families of passengers.— An assurance that the foreign air carrier will work with any organization designated under section 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.

“(11) Compensation to service organizations.--An assurance that the foreign air carrier will provide reasonable compensation to any organization designated under section 1136(a)(2) for services and assistance provided by the organization.

“(12) Travel and care expenses.--An assurance that the foreign air carrier will assist the family of any passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

“(13) Resources for plan.--An assurance that the foreign air carrier will commit sufficient resources to carry out the plan.

“(14) Substitute measures.--If a foreign air carrier does not wish to comply with paragraph (10), (11), or (12), a description of proposed adequate substitute measures for the requirements of each paragraph with which the foreign air carrier does not wish to comply.

“(d) Permit and Exemption Requirement.--The Secretary shall not approve an application for a permit under section 41302 unless the applicant has included as part of the application or request for exemption a plan that meets the requirements of subsection (c).

“(e) Limitation on Liability.--A foreign air carrier shall not be liable for damages in any action brought in a Federal or State court arising out of the performance of the foreign air carrier in preparing or providing a passenger list pursuant to a plan submitted by the foreign air carrier under subsection (c), unless the liability was caused by conduct of the foreign air carrier which was grossly negligent or which constituted intentional misconduct.”.

(b) Conforming Amendment.--The table of sections for such chapter is amended by adding at the end the following:

“41313. Plans to address needs of families of passengers involved in foreign air carrier accidents.”.

(c) Effective Date.--The amendments made by this section shall take effect on the 180th day following the date of the enactment of this Act.

“AIR 21”

Public Law 106-181, 106th Congress

To amend title 49, United States Code, to reauthorize programs of the Federal Aviation Administration, and for other purposes.

SECTION 1. SHORT TITLE; TABLE OF CONTENTS.

(a) Short note. Title.--This Act may be cited as the “Wendell H. Ford Aviation Investment and Reform Act for the 21st Century”.

TITLE IV--FAMILY ASSISTANCE

SEC. 401. RESPONSIBILITIES OF NATIONAL TRANSPORTATION SAFETY BOARD.

(a) Prohibition on Unsolicited Communications.-- (1) In general.--Section 1136(g)(2) is amended-- (A) by striking “transportation,” and inserting “transportation and in the event of an accident involving a foreign air carrier that occurs within the United States,”;

(B) by inserting after "attorney" the following:

"(including any associate, agent, employee, or other representative of an attorney)"; and

(C) by striking "30th day" and inserting "45th day".

(2) Enforcement.--Section 1151 is amended by inserting "1136(g)(2)," before "or 1155(a)" each place it appears.

(b) Prohibition on Actions To Prevent Mental Health and Counseling Services.--Section 1136(g) is amended by adding at the end the following:

"(3) Prohibition on actions to prevent mental health and counseling services.--No State or political subdivision thereof may prevent the employees, agents, or volunteers of an organization designated for an accident under subsection (a)(2) from providing mental health and counseling services under subsection (c)(1) in the 30-day period beginning on the date of the accident. The director of family support services designated for the accident under subsection (a)(1) may extend such period for not to exceed an additional 30 days if the director determines that the extension is necessary to meet the needs of the families and if State and local authorities are notified of the determination."

(c) Inclusion of Nonrevenue Passengers in Family Assistance Coverage.--Section 1136(h)(2) is amended to read as follows:

"(2) Passenger.--The term 'passenger' includes--

(A) an employee of an air carrier or foreign air carrier aboard an aircraft; and

(B) any other person aboard the aircraft without regard to whether the person paid for the transportation, occupied a seat, or held a reservation for the flight."

(d) Statutory Construction.--Section 1136 is amended by adding at the end the following:

"(i) Statutory Construction.--Nothing in this section may be construed as limiting the actions that an air carrier may take, or the obligations that an air carrier may have, in providing assistance to the families of passengers involved in an aircraft accident."

SEC. 402. AIR CARRIER PLANS.

(a) Contents of Plans.--

(1) Flight reservation information.--Section 41113(b) is amended by adding at the end the following:

“(14) An assurance that, upon request of the family of a passenger, the air carrier will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.”.

(2) Training of employees and agents.--Section 41113(b) is further amended by adding at the end the following: “(15)

An assurance that the air carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident.”.

(3) Consultation on carrier response not covered by plan.--Section 41113(b) is further amended by adding at the end the following:

“(16) An assurance that the air carrier, in the event that the air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, the air carrier will consult with the Board and the Department of State on the provision of the assistance.”.

(4) Submission <<NOTE: 49 USC 41113 note.>> of updated plans.--The amendments made by paragraphs (1), (2), and (3) shall take effect on the 180th day following the date of the enactment of this Act. On or before such 180th day, each air carrier holding a certificate of public convenience and necessity under section 41102 of title 49, United States Code, shall submit to the Secretary and the Chairman of the National Transportation Safety Board an updated plan under section 41113 of such title that meets the requirements of the amendments made by paragraphs (1), (2), and (3).

(5) Conforming amendments.--Section 41113 is amended--

(A) in subsection (a) by striking “Not later than 6 months after the date of the enactment of this section, each air carrier” and inserting “Each air carrier”; and

(B) in subsection (c) by striking “After the date that is 6 months after the date of the enactment of this section, the Secretary” and inserting “The Secretary”.

(b) Limitation on Liability.--Section 41113(d) is amended by inserting “, or in providing information concerning a preliminary passenger manifest,” before “pursuant to a plan”.

(c) Statutory Construction.--Section 41113 is amended by adding at the end the following:

“(f) Statutory Construction.--Nothing in this section may be construed as limiting the actions that an air carrier may take, or the

obligations that an air carrier may have, in providing assistance to the families of passengers involved in an aircraft accident."

SEC. 403. FOREIGN AIR CARRIER PLANS.

(a) Inclusion of Nonrevenue Passengers in Family Assistance Coverage.--Section 41313(a)(2) is amended to read as follows:
``(2) Passenger.--The term `passenger' has the meaning given such term by section 1136.".

(b) Accidents for Which Plan Is Required.--Section 41313(b) is amended by striking ``significant" and inserting ``major".

(c) Contents of Plans.--

(1) In general.--Section 41313(c) is amended by adding at the end the following:

``(15) Training of employees and agents.--An assurance that the foreign air carrier will provide adequate training to the employees and agents of the carrier to meet the needs of survivors and family members following an accident. ``(16)

Consultation on carrier response not covered by plan.--An assurance that the foreign air carrier, in the event that the foreign air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, the foreign air carrier will consult with the Board and the Department of State on the provision of the assistance.".

(2) Submission <<NOTE: 49 USC 41313 note.>> of updated plans.--The amendment made by paragraph (1) shall take effect on the 180th day following the date of the enactment of this Act. On or before such 180th day, each foreign air carrier providing foreign air transportation under chapter 413 of title 49, United States Code, shall submit to the Secretary and the Chairman of the National Transportation Safety Board an updated plan under section 41313 of such title that meets the requirements of the amendment made by paragraph (1).

SEC. 404. DEATH ON THE HIGH SEAS.

(a) Right of Action in Commercial Aviation Accidents.--The first section of the Act of March 30, 1920 (46 U.S.C. App. 761; popularly known as the ``Death on the High Seas Act") is amended-- (1) by inserting ``(a) subject to subsection (b)," before

``whenever"; and

(2) by adding at the end the following:

“(b) In the case of a commercial aviation accident, whenever the death of a person shall be caused by wrongful act, neglect, or default occurring on the high seas 12 nautical miles or closer to the shore of any State, or the District of Columbia, or the Territories or dependencies of the United States, this Act shall not apply and the rules applicable under Federal, State, and other appropriate law shall apply.”.

(b) Compensation in Commercial Aviation Accidents.--
Section 2 of such Act (46 U.S.C. App. 762) is amended--

- (1) by inserting “(a)” before “the recovery”; and
- (2) by adding at the end the following:

“(b)(1) If the death resulted from a commercial aviation accident occurring on the high seas beyond 12 nautical miles from the shore of any State, or the District of Columbia, or the Territories or dependencies of the United States, additional compensation for nonpecuniary damages for wrongful death of a decedent is recoverable. Punitive damages are not recoverable.

“(2) In this subsection, the term ‘nonpecuniary damages’ means damages for loss of care, comfort, and companionship.”.

(c) Effective <<NOTE: 46 USC app. 761 note.>> Date.--The amendments made by subsections (a) and (b) shall apply to any death occurring after July 16, 1996.

“Vision 100”

SEC. 809. AVAILABILITY OF AIRCRAFT ACCIDENT SITE INFORMATION.

(a) DOMESTIC AIR TRANSPORTATION.—Section 41113(b) is amended—

(1) in paragraph (16) by striking “the air carrier” the third place it appears; and

(2) by adding at the end the following:

“(17)(A) An assurance that, in the case of an accident that results in significant damage to a manmade structure or other property on the ground that is not government-owned, the air carrier will promptly provide notice, in writing, to Notice. 49 USC 329 note.

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the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

“(B) At a minimum, the written notice shall advise an owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by air carrier representatives about compensation by the air carrier for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

“(18) An assurance that, in the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the air carrier’s flight if that city is located in the United States.”.

(b) FOREIGN AIR TRANSPORTATION.—Section 41313(c) is amended by adding at the end the following:

“(17) NOTICE CONCERNING LIABILITY FOR MANMADE STRUCTURES.—

“(A) IN GENERAL.—An assurance that, in the case of an accident that results in significant damage to a manmade structure or other property on the ground that is not government-owned, the foreign air carrier will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

“(B) MINIMUM CONTENTS.—At a minimum, the written notice shall advise an owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by foreign air carrier representatives about compensation by the foreign air carrier for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

“(18) SIMULTANEOUS ELECTRONIC TRANSMISSION OF NTSB HEARING.—An assurance that, in the case of an accident in which the National Transportation Safety Board conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the foreign air carrier will ensure that the proceeding is made available simultaneously by electronic means at a location open to the public at both the

origin city and destination city of the foreign air carrier's flight if that city is located in the United States.''.

(c) UPDATE PLANS.—Air carriers and foreign air carriers shall update their plans under sections 41113 and 41313 of title 49, United States Code, respectively, to reflect the amendments made by subsections (a) and (b) of this section not later than 90 days after the date of enactment of this Act.

>>END<<

Airline Crisis Response Family and Friends Assistance Center

American

- Will utilize the Airport Training and Activities Center (ATAC)

United

- Will initially use the ATAC ** / will need Shuttle Buses.

Delta

- Will use their Jazz Room to reunite survivors with friends and family.
- Will use the Delta Sky Club for friends and family of non-survivors
- Will use the second floor of the **International Terminal** ??for survivor's w/o meeter/greeters*
- Will use their cargo building for a morgue, their hangar for other recovery.

Frontier

- Will utilize the ATAC / will need Shuttle Buses

JetBlue

- Will utilize the ATAC

SkyWest

- Will initially use their hangar / may need Shuttle Buses

Southwest

- Will utilize the ATAC / will need Shuttle Buses

United

- Will initially utilize the ATAC / may need Shuttle Buses

* Will need SLCDA chairs / tables /set-up.

**Separate spaces may be required for friends and family of survivors and those of non-survivors.

For all airlines, SLCDA will provide:

- Use of Shuttle Buses / Drivers
- Assign SLCDA Operations staff member to be with the Airline Team Leader
- Issue parking validations to Family and Friends.

Effective – 5/4/2020 and is subject to change.