



Salt Lake City International Airport

# Family and Friends Assistance Support Plan

1 August 2024

# **Family and Friends Assistance Support Plan**

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## **Introduction**

The Salt Lake City Department of Airports strives to take a proactive approach in support of our customers, tenants, and employees. As such, when an airport catastrophe occurs, a Family and Friends Assistance Center (FFAC) may be activated to assist with the needs of the affected airline, based on the airline's choice. This document is an outline of the general response with the anticipation that flexibility in accordance to the situation will be factored in. This document is considered a living document and may change as needed.

## **Background**

Congress passed the Aviation Disaster Family Assistance Act of 1996 and placed the responsibility of family assistance in the hands of the National Transportation Safety Board (NTSB) in conjunction with the American Red Cross and the affected airline. That Act was last revised in December of 2008. Additionally, the Foreign Air Carrier Family Support Act of 1997 was passed the following year to build on the previous Act. Both laws were enacted to ensure the provision of information, services and support to survivors and families involved in passenger airline accidents that meet the criteria established by the law.

The **NTSB** has the primary responsibility for carrying out the duties required by this law. The responsibilities and their benefits to the public include:

- Providing the name and telephone number of the designated director of family support services who will be a contact point within the federal government for families of passengers involved in the disaster, and serve as a liaison between the airline and the families;
- Designation of an experienced independent nonprofit organization to coordinate emotional care and support for the passengers' families;
- Providing counseling and mental health services;
- Contacting the families of the victims and meeting with family members who traveled to the crash location, and providing travel assistance and physical care while there;
- Coordinating with family members to arrange memorial services;
- Ensuring that the airlines submit plans to the NTSB for addressing the needs of family members including publishing a reliable toll-free number and providing staff to handle calls, provide information and answer questions; contacting and coordinating with family members about identification, retention and return of the victims' personal belongings;
- Management of a Family Assistance Center set up by the airlines. This is a meeting place (typically in a hotel or conference center) for crash survivors, family members and friends to receive investigation updates, management of personal belongings, and crisis counseling services; and

- Coordination of disaster response resources of federal, state, local and volunteer agencies.

## **Purpose**

The purpose of the Airport's FFAC is to provide, if needed, a temporary safe and central place where family members and airline personnel can work together after an incident. It is up to the airline to determine the initial location where they will conduct their operation and the eventual location off-airport where they will continue their operations. The Airport will provide a location until the airline support team arrives and makes other arrangements. 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 in the event of an aircraft incident. The plan will be activated when:

- There is a significant accident involving multiple serious injuries or deaths on an airline which was bound for, departed from, or was diverted to Salt Lake City International Airport.

**NOTE:** A diverted aircraft is unlikely to have family or friends at the airport initially, but they are expected to arrive eventually and perhaps before the airline has prepared for an alternate location.

The plan MAY be activated:

- Upon request when a non-airline related disaster occurs near the SLC International Airport. Once activated, Airport staff will assist with the following:
  - Provide a liaison to the affected agency or locality.
  - Help to establish an FFAC that is to be available to the requesting agency.
  - Respect and guard the privacy of all families involved.
  - Provide necessary and relevant information to the Airport EOC when active.
  - Provide transportation if the situation warrants.
  - Other related functions.

The Airport Training and Activities Center (ATAC) has been chosen by airlines based at Salt Lake City International Airport as their designated initial FFAC. It has been chosen for several reasons. First, it is away from the general operation of the airport and can be secured. Second, it has phone connections and internet accessibility. And finally, it has "breakout rooms" that can be set-up for multiple purposes. The physical address of the ATAC is 1911 North 2200 West near the northeast corner of Airport property. Current airline selections are as follows:

**AeroMexico**

- Will use the same facilities used by their Codeshare partner **Delta** Airlines

**Air Canada**

- Will use the ATAC/FFAC

**Alaska**

- Will use the ATAC/FFAC

**American**

- Will use the ATAC/FFAC

**Delta**

- Will use the Below Wing Conference Room below Gate A-8 as their Local Command Center.
- Will use the ATAC/FFAC for their Family and Friends Reception Center.
- Will use the Kennedy Room on Terminal third floor as their Survivor Center.
- Will use the Above Wing break room as their Reunification Center.
- May use their cargo building for a morgue, their hangar for other recovery.

**EuroWings Discover**

- Will use the ATAC/FFAC

**Frontier**

- Will use the ATAC/FFAC

**JetBlue**

- Will use the ATAC/FFAC

**KLM**

- Will use the same facilities used by their Codeshare partner **Delta** Airlines

**SkyWest**

- Will depend on which mainline partner is involved and that airline's facility choices.
- Partnered with **Alaska, American, Delta** and **United** Airlines

**Southwest**

- Will use the ATAC/FFAC

**Spirit**

- Will use the ATAC/FFAC

**United**

- Will use the ATAC/FFAC

NOTE: Airlines will need SLCDAs chairs and tables set-up for their use.

**For ALL airlines, SLCDAs will:**

- Provide use of Shuttle Buses/Drivers as needed
- Assign SLCDAs an Operations staff member to be with the Airline Team Leader
- Issue parking validations to Family and Friends as appropriate. (See pg. 12)

It is vital that the airline representative and the Airport liaison respond quickly. The airline's full family assistance program team may not be deployed or arrive for an undetermined 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 with them 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 on the second level in the terminal. Employees will be briefed and assigned to direct and assist the airline in getting 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, if known.
- Location of the FFAC. Use directions, maps or the established QR code.
- 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.

As soon as possible, upon activation of the plan, the FFAC liaison will be dispatched to the Airport Training and Activities Center (ATAC) or another 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 near the Airport, Operations will contact a 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, if known.
- Location of the FFAC providing directions, maps or QR code as available.
- 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 ATAC, or other designated location to assist with the set-up of a Family and Friends Assistance Center.

### **Non-Aircraft Incident at Salt Lake City International Airport**

Upon notification of a significant incident at or near the Airport involving multiple serious injuries and fatalities (i.e. bus crash, terrorist attack, building collapse, etc.). Airport Operations will determine what assistance will be needed and if activation of the FFAC is necessary. This plan may be activated if requested by a local response agency.

When needed (and if not already activated), Airport Operations will contact the Airport Terminal-Landside Operations Group to respond and assist.

Airport Operations will also notify other applicable SLCDCA staff to respond to the Information Desk to assist with collection of family and friends that may arrive to maintain positive control until transportation to the FFAC is arranged.

A standard briefing conducted by the requesting agency, FFAC Liaison or Airport Operations personnel at the Information Desk, should include:

- Location, nature and extent of the accident/incident.
- Number of persons/fatalities involved.
- Location of the FFAC using directions, maps or QR code as available.

Prior to arrival of the NTSB and/or American Red Cross, briefed Airport Operations personnel will be assigned to assist family and friends as necessary and requested.

## **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 families and friends relating to any type of catastrophe, the Airport provides information and services.

Briefed personnel will walk around the airline ticket counter, Information Desk, security checkpoints, and baggage claim areas coordinating and directing family and friends.

Initially, all persons claiming to be family members are allowed access to the 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 or the airport may enlist the support of the local chapter of the Red Cross, religious relief services and other similar organizations. SLCPD Chaplains Service may also be utilized for counselling as needed.

The airport has an understanding with the Utah Air National Guard that in the case of an aviation disaster the affected airline may be able to use the Air 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 local 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.



1. 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.
2. The second would be an incident in the local area. Often these incidents will not be close enough to the Airport to host family assistance activities. However, the Airport may serve as a base for support personnel and supplies.
3. The third scenario would involve an aircraft incident at a remote location or another airport, which departed from 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 likely that the airline would transport the families to the location of the incident or to the airport nearest where the accident occurred.

### **Non-aircraft Incident at Salt Lake City International Airport**

The 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 like the previous procedures in the **“Aircraft Incident at Salt Lake City International Airport”** section, the airport will have greater involvement with emergency medical services and the American 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 and the EOC (if active). The Airport may assist the families with transportation.

### **Family Assistance Staffing**

The duty of the SLCD Terminal-Landside Operations Group 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; FFAC Liaison and Terminal-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 Team operations. These people will ultimately 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. 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.
- 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 regarding the FFAC.
- Maintain a written situation log.
- Work with the SLCD team members to ensure that documentation is completed during the family assistance process.
- Work with the airline's Family Assistance Team to reunite family members and friends 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 Terminal-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 SLCD team members and support personnel are debriefed prior to departing.

### **Terminal-Landside Operations Specialists**

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

#### **1. Gathering**

Work with the affected airline to gather family and friends 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. Terminal-Landside Operations Specialists may be posted at the Information Desk, security check point, and the baggage claim area in the affected terminal building.
- A typical briefing of Terminal-Landside Operations Specialists may include:
  - Incident aircraft's flight number, origin, and destination.

- Number of passengers/crew on board, if known.
- Chosen 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.

## **2. Transportation**

- Arrange for ground transportation and parking for airline team members, support staff and family members.
- Assign designated parking areas at the Family and Friends Assistance Center. Reserve space on south side of ATAC for bussing operations and Emergency Response access.
- 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 directions 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.

## **3. Security**

- Work with the airline and FFAC liaison in coordinating security.
- Direct media to a designated area. The Joint Information Center (JIC) is expected to be located in the Airport Operations Center (AOC) and media is expected to gather in the AOC Hangar Conference Room.
- 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.

## **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.

## **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 timeline 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 family and friends. 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.

Two hundred parking vouchers will be pre-printed coupons that are good for 5 hours from the time of entry to the parking and 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 will be kept in a secure area of the Airport Operations offices for Terminal-Landside Operations. Terminal-Landside Managers will likely already be briefed and aware of the need for vouchers or the information desk may request appropriate vouchers by calling (801) 575-2430, if necessary.

As briefings occur at the Information Desk or when encountered by Terminal-Landside Operations Specialists, 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's Family and Friends Assistance Center (FFAC) or other location as determined by the airline for further briefings. Vouchers are time limited and will be turned in as payment with the parking ticket received upon parking entry.



Airport Training and Activity Center (ATAC)/Family and Friends Assistance Center (FFAC) Building is also referred to as GA-50.

1911 North 2200 West, SLC, UT 84116





# Proposed Layout



FFRC Storage
FFRC Gathering
Breakout / Calming Area
ICS (PD, Fire Ops, Airline)
Chaplain
Red Cross
Reflection Room
Kids Area
Off Limits
Other

**FFAC  
(GA50)**

San Jose, CA: Department of Airports  
Geographic Information System  
May 2023

## GOOGLE Map Directions



**From Airport To ATAC**  
**ATAC Address: 1911 N 2200 W**



**From ATAC To Airport**  
**Airport Address: W Terminal Dr**



## SALT LAKE CITY AREA HOTELS

Hotel	Telephone	Address	Shuttle	TRAX Stop
AC Hotel by Marriott - Downtown	385-722-9600	225 W 200 S SLC, UT	N/A	
Airport Inn - Airport	801-539-0438	2333 North Temple SLC, UT 84116	Yes	1940 W North Temple
Alta Peruvian Lodge - Alta Resort	801-742-3000	Little Cottonwood Canyon Rd Alta, UT 84092	Yes - Canyon Trans	
Alta's Rustler Lodge - Alta Resort	801-742-2200	10380 E HWY 210 Alta, UT 84092	Yes - Alta Ski Shuttle	
Anniversary Inn - Downtown	801-363-4950	678 E South Temple SLC, UT	N/A	City Center
Anniversary Inn - 5th South	801-363-4950	460 S, 10th East SLC, UT 84102	N/A	900 E
Baymont - Murray	801-639-9560	4465 Century Dr Murry, UT	N/A	
Best Western - Airport	801-428-0900	5433 Wiley Post Way SLC, UT 84116	Yes	
Best Western Cotton Tree - Bountiful	801-292-7666	1030 N 400 E North Salt Lake, UT 84054	Yes - 5:30 AM - 11:30 PM	
Best Western Cotton Tree - Sandy	801-523-8484	10695 Auto Mall Drive Sandy, UT 84070	N/A	
Candlewood Suites - Airport	801-359-7500	2170 W North Temple SLC, UT 84116	Yes	1940 W North Temple
City Creek Inn - SLC	801-355-4567	1009 S Main SLC, UT 84111	N/A	900 S 200 W
Comfort Inn & Suites - Woods Cross	801-298-3900	2437 S Wildcat Way Woods Cross, UT 84010	N/A	
Comfort Inn - Downtown	801-325-5300	171 W 500 S SLC, UT 84101	Yes - Express Shuttle	Court House
Comfort Inn - Draper	801-571-2511	12033 S, State Street Draper, UT 84020	N/A	
Comfort Inn - Airport	801-783-3165	202 N Jimmy Doolittle Rd 84116	Yes	
Comfort Inn - Murray	385-220-5774	440 W 5300 S Murray, UT 84123	N/A	Murray Central
Comfort Suites - Airport	801-715-8688	171 N 2100 W SLC, UT 84116	Yes	1940 W North Temple
Comfort Suites - WVC	801-886-1300	2229 City Center WVC, UT 84119	Yes - 5 AM - Midnight	Decker Lake
Country Inn & Suites - WVC	801-908-0311	3422 Decker Lake Dr WVC, UT 84116	Yes - 6 AM - 10 PM	Decker Lake
Courtyard - Airport (ADA)	801-532-4085	4843 Douglas Corrigan Way SLC, UT 84116	Yes	
Courtyard by Marriott - SLC	385-290-6500	345 W 100 S SLC, UT	N/A	Arena Station
Courtyard by Marriott - Sandy	801-571-3600	10701 Holiday Park Dr Sandy, UT 84070	N/A	
Crossland - SLC	801-269-9292	5683 S Redwood Rd SLC, UT 84123	N/A	
Crystal Inn Hotel & Suites - Downtown	801-328-4466	230 W 500 S SLC, UT 84101	Yes	Court House
Crystal Inn Mid Valley - Murray	801-685-9300	818 E Winchester St Murray, UT 84107	Yes	
Crystal Inn - WVC	801-736-2000	2254 W City Center Court WVC, UT 84119	Yes	Decker Lake
Days Inn - Midvale	801-566-6677	7251 S 300 W Midvale, UT 84047	N/A	Midvale Fort Union
Discovery Inn - Midvale	801-561-2256	380 W 7200 S Midvale, UT 84047	N/A	Midvale Fort Union
Doubletree Hilton - Airport	801-539-1515	5151 Wiley Post Way SLC, UT 84116	Yes	
Doubletree Suites by Hilton - Downtown	801-359-7800	110 W 600 S SLC, UT 84101	N/A	Courthouse
Econo Lodge - SLC	801-363-0062	715 W North Temple SLC, UT 84116	N/A	Jackson
Element Hotel	801-658-4600	145 S, 300 W, 84101	N/A	Temple Square
Embassy Suites - WVC	801-963-4760	3524 S Market Str WVC, UT	N/A	West Valley Central
Extended Stay America - Sandy	801-523-1331	10715 Auto Mall Dr Sandy, UT 84070	N/A	
Extended Stay America - WVC	801-886-2400	2310 City Center Ct WVC, UT 84119	N/A	Decker Lake
Extended Stay America - Sugar House	801-474-0771	1220 E 2100 S SLC, UT 84106	N/A	
Extended StayAmerica - Midvale	801-567-0404	7555 Union Park Midvale, UT	N/A	



Hotel	Telephone	Address	Shuttle	TRAX Stop
Fairfield Inn by Marriott - Murray	801-265-9600	594 W 4500 S SLC, UT 84123	N/A	Murray North
Fairfield Inn by Marriott - Airport	801-355-3331	230 Admiral Byrd Rd SLC, UT 84116	Yes	
Fairfield Inn by Marriott - Draper	801-572-1200	12117 S. State Street Draper, UT 84020	N/A	
Fairfield Inn & Suites - Downtown	801-531-6000	130 W 400 S SLC, UT	N/A	Courthouse
Fairfield Inn & Suites - Midvale	801-568-9000	7141 S Fl. Smith Dr Midvale, UT	N/A	FR - Midvale Ft. Union
Grand America Hotel - Downtown	801-258-6000	555 S Main Str SLC, UT 84101	Yes - All Resorts, Express	Courthouse
Hampton Inn & Suites - Airport	801-530-0088	307 Admiral Byrd Rd SLC, UT , 84116	Yes	
Hampton Inn & Suites Central - SLC	801-886-0703	2055 S Redwood Rd SLC, UT	N/A	Redwood Junction
Hampton Inn & Suites - Murray	801-293-1300	606 W 4500 S Murray, UT	N/A	
Hampton Inn & Suites - Downtown	801-741-1110	425 S 300 W SLC, UT 84101	N/A	Courthouse
Hampton Inn & Suites - Foothill	801-583-3500	1345 S Foothill Dr SLC, UT 84108	N/A	
Hampton Inn & Suites - North	801-296-1211	2393 S 800 W Woods Cross, UT 84087	Yes	
Hilton Garden Inn - Airport	801-519-9000	4975 Wiley Post Way SLC, UT 84116	Yes	
Hilton Garden Inn - Downtown	801-364-5200	250 W 600 S SLC, UT 84101	Yes	Gallivan
Hilton Garden Inn - Sandy	801-352-9400	277 W Segoe Lily Dr Sandy, UT 84070	N/A	Sandy Civic
Hilton City Center - Downtown	801-328-2000	255 S West Temple SLC, UT 84101	N/A	Gallivan Plaza
Holiday Inn Express - Airport, East	801-741-1500	200 N 2100 W SLC, UT 84116	Yes	1940 W North Temple
Holiday Inn Express - Airport, West 1/2 rate for lay overs	801-741-1800	5001 Wiley Post Way SLC, UT 84116	Yes	
Holiday Inn Express - Downtown	801-521-9500	206 S West Temple SLC, UT 84101	N/A	Arena
Holiday Inn Express - Midvale	801-352-8100	7134 S 700 E Midvale, UT 84047	N/A	
Holiday Inn Express - Murray	801-266-0800	5429 S Commerce Dr Murray, UT	N/A	Murray Central
Holiday Inn Express - Sandy	801-495-1317	10680 Autotmall Dr Sandy, UT 84070	N/A	Sandy Civic
Holiday Inn Express - WVC	801-517-4000	3036 S Decker Lake Dr WVC, UT	N/A	Decker Lake
Home 2 Suites by Hilton - Foothill	801-384-5785	2350 S Foothill Dr SLC, UT 84108	N/A	
Home 2 Suites by Hilton - Murray	801-288-1234	4927 S State Str Murray, UT	N/A	Murray Central
Home 2 Suites by Hilton - S. Jordan	801-446-8800	10704 S River Front Parkway South Jordan, UT	N/A	Sandy Civic
Homewood Suites - Airport	801-433-4943	4923 W Douglas Corrigan Way SLC, UT 84116	Yes	
Homewood Suites - Downtown	801-363-6700	423 W 300 S SLC, UT 84101	N/A	Planetarium
Homewood Suites - Midvale	801-561-5999	844 E North Union Ave Midvale, UT 84047	N/A	
Hotel Monaco - Downtown	801-595-0000	15 W 200 S SLC, UT 84101	N/A	Gallivan Plaza
Hotel RL/Red Lion - Downtown	801-521-7373	161 W 600 S SLC, UT 84101	Yes	Courthouse
Hyatt House - Downtown	801-359-4020	140 S 300 W SLC, UT 84101	N/A	Planetarium
Hyatt Place - Airport	801-363-1400	52 N Tommy Thompson Rd SLC, UT	Yes - until 11 PM	
Hyatt Place - Cottonwood Heights	801-890-1280	3090 E 6200 S Cottonwood Heights, UT 84121	N/A	
Hyatt Place Gateway - Downtown	801-456-6300	55 N 400 W SLC, UT 84101	N/A	Arena
Hyatt Regency	801-596-1234	170 S. West Temple 84101	N/A	Arena
Inn at Solitude - Solitude Resort	385-286-7155	Solitude Mtn Resort, Big Cottonwood Canyon, UT	Yes - Canyon Trans	
Kimball at Temple Square - Downtown	801-363-4000	150 N Main Str SLC, UT 84103	Yes - All Resort	City Center
La Quinta Inn - Airport	801-366-4444	4905 Wiley Post Way SLC, UT 84116	Yes	
La Quinta Inn - Midvale	801-566-3291	7231 Catalpa Street Midvale 84047	N/A	Midvale Fort Union



Hotel	Telephone	Address	Shuttle	TRAX Stop
Little America Hotel - Downtown	801-596-5700	500 S Main Str SLC, UT 84101	Yes - All Resorts, Express	Courthouse
Lodge at Snowbird - Snowbird Resort	801-933-2222	9260 Lodge Dr. Snowbird, UT 84092	Yes - Canyon Trans	
Marriott City Center - Downtown	801-961-8700	220 S State Str SLC, UT 84101	Yes - Express Shuttle	Gallivan Plaza
Marriott City Creek - Downtown	801-961-8700	75 S West Temple SLC, UT 84101	N/A	Temple Square
Marriott University of Utah - SLC	801-581-1000	480 Wakara Way SLC, UT 84108	N/A	
Metropolitan Inn - Downtown	801-531-7100	524 S West Temple SLC, UT	N/A	Courthouse
Microtel - Airport	801-236-2800	61 Tommy Thompson Rd SLC, UT 84116	Yes	
Montage Deer Valley - Park City	435-604-1300	9100 Marsac Ave Park City, UT 84060	Yes - Park City Trans	
Motel 6 - Airport	801-364-1053	1990 W North Temple SLC, UT 84116	N/A	1940 W North Temple
Motel 6 - Downtown	801-531-1252	176 W 600 S SLC, UT 84101	N/A	Courthouse or 900 S
Perry Hotel - Downtown	801-521-4300	110 W 300 S SLC, UT 84101	N/A	Gallivan Plaza
Plaza Hotel - Downtown	801-521-0130	122 W South Temple SLC, UT	Yes - 6:30 AM - 10 PM	Temple Square
Quality Inn - Airport	385-220-5774	315 Admiral Byrd Rd SLC, UT 84116	Yes	
Quality Inn - Downtown	801-534-0808	616 S 200 W SLC UT, 84101	N/A	600 South
Quality Inn - Midvale	801-566-6677	7251 S 300 W Midvale, UT 84047		Midvale Fort Union
Radisson Hotel - Airport	385-341-4904	2177 W North Temple SLC, UT 84116	Yes	1940 W North Temple
Radisson Hotel - Downtown	801-531-7500	215 W South Temple SLC, UT 84101	N/A	Temple Square
Radisson Hotel - Midvale	801-566-4141	280 W 7200 S Midvale, UT 84047	N/A	Midvale Fort Union
Ramada Inn & Suites - Airport	801-537-7020	5575 W Amelia Earhart Dr SLC, UT 84116	Yes	
Ramada Inn North Temple - SLC	801-533-9000	1659 W North Temple SLC, UT 84116	Yes	Power
Ramada Inn - SLC	801-966-7542	2455 S State SLC, UT 84115	Yes - 7 AM - 10 PM	
Residence Inn - Airport	801-532-4101	4883 Douglas Corrigan Way SLC, UT 84116	Yes	
Residence Inn City Center - Downtown	801-355-3300	285 W 300 S SLC, UT 84101	N/A	Gallivan Plaza
Residence Inn - Cottonwood Heights	801-453-0430	6425 S 3300 E Cottonwood Heights, UT 84121	Yes - Express Shuttle	
Royal Garden Inn - Downtown	801-521-2930	154 W 600 S SLC, UT 84101	Yes - Express Shuttle	Courthouse
Salt City Inn - SLC	801-328-8520	1025 N 900 W SLC, UT 84116	N/A	Fair Park
Sheraton - Airport	801-746-5200	200 N Admiral Byrd SLC, UT 84116	Yes	
Sheraton - SLC	801-401-2000	150 W 500 S SLC, UT 84101	NA	600 South
Sleep Inn - WVC	801-975-1888	3440 Decker Lake Dr WVC, UT 8119	Yes - 6 AM - 10:45 PM	Decker Lake
Snowbird Ski & Summer Resort	801-933-2222	210 Highway Little Cottonwood Canyon, UT	Yes - Canyon Trans	
Springhill Suites by Marriott - Airport	801-532-6633	4955 Wiley Post Way SLC, UT 84116	Yes	
Springhill Suites by Marriott - Downtown	801-238-2000	628 S 300 W SLC, UT 84101	Yes	Courthouse
Stabridge Suites - WVC	801-746-8400	3038 S Decker Lake Dr WVC, UT	N/A	Decker Lake
Stein Erickson Lodge - Park City	435-649-3700	7700 S, Stein Way Park City, UT 84060	N/A	
Super 8 - Airport	801-533-8878	233 N Jimmy Doolittle Rd SLC, UT 84116	Yes - 4 AM - Midnight	
TRU by Hilton - Airport	801-783-3170	206 N Jimmy Doolittle Rd SLC, UT 84116	Yes	
University Guest House - SLC	801-587-1000	110 Fort Douglas Blvd SLC, UT 84113	Yes - Express Shuttle	Fort Douglas
Zermatt Resort & Spa - Midway	435-657-0180	784 Resort Dr Midway, UT 84049	Yes - All Resort Trans	

FAMILY AND FRIENDS ASSISTANCE CENTER					
Location: Airport Training and Activity Center (ATAC): 1911 North 2200 West					
Main Gate and Building on CASS		Supply/Storage Closet Key in Masterlock at South Entrance: Call Control for Code			
Date/Time of Incident:					
Airline Involved:		Flight Number:		People onboard:	
Origin Airport:		Destination:			
Incident Location:					
FAMILY AND FRIENDS ASSISTANCE CENTER LIAISON, stationed at ATAC					
TIME COMPLETED	TASK TO BE COMPLETED				
	Establish communication with involved airline				
		Airline Contact (name, phone number):			
	Establish communication with EOC, regularly report to the EOC				
		EOC phone numbers: 801-575-3601/3603			
		Additional numbers:			
	Assist in the <u>preparation and opening</u> of the FFAC				
		Open all needed offices and Incident Command space			
		Reserve space along south side of ATAC for bussing and Emergency Response access			
		Inspect kitchen space			
		Call for Grounds Maintenance (via Control or EOC) to request tables/chairs as needed			
		Inventory first aid and medical supplies			
		Inspect restrooms for operation and verify supplies (toilet paper, soap, paper towels, etc.)			
		Retrieve and set up FFAC supplies from black box in ATAC storage closet (GA50-102)			
		Set up any necessary phone lines or other equipment			
	Coordinate Transportation for friends/family, airline personnel, staff, property				
		Contact Standard Parking to request shuttles 801-575-2887			
		Between Terminal and FFAC			
		To the Accident Site ( <b>authorized personnel only</b> )			
	<b>Create and maintain an entry/exit log of personnel/public using the FFAC</b>				
		Keep record of activity involving the FFAC			
	Coordinate with SLCPD in their duties at the FFAC				
		Safety, security and removal of individuals deemed inappropriate to be at the FFAC			
	Standard <u>briefings</u> on the bus or at the ATAC to Family and Friends should include:				
		Brief every 15 minutes as needed to inform Family and Friends			
		Location, nature, extent of accident/incident ( <b>Details should be briefed by airline</b> )			
		Number of persons/fatalities known ( <b>Consult airline before release</b> )			
		Location of necessary facilities: restrooms, smoking areas, quiet room, children's room, etc.			
		Introduce other arriving personnel, including Airline reps, Red Cross, Chaplain Corps, etc.			
		Purpose of the FFAC and what Family and Friends can expect there			
	Attend any briefings with affected Airline's family assistance team members				
	Debrief SLCDAs members and Support Personnel				

FAMILY AND FRIENDS ASSISTANCE CENTER					
Location: Airport Training and Activity Center (ATAC): 1911 North 2200 West					
Main Gate and Building on CASS		Supply/Storage Closet Key in Masterlock at South Entrance: Call Control for Code			
Date/Time of Incident:					
Airline Involved:		Flight Number:		People onboard:	
Origin Airport:		Destination:			
Incident Location:					
TERMINAL-LANDSIDE OPERATIONS, stationed at Terminal					
TIME COMPLETED	TASK TO BE COMPLETED				
	Establish communication with involved airline				
		Airline Contact (name, phone number):			
	Establish communication with EOC, regularly report to the EOC				
		EOC phone numbers: 801-575-3601/3603			
	Gather Friends and Family in the Terminal at the Information Desk with help from Airline				
		Post Landside/Terminal Operations to assist (Information Desk, Security			
		Checkpoint, and Baggage Claim)			
	Arrange for Friends and Family/airline personnel transportation to the FFAC				
		Call Standard Parking for busses: 801-575-2887			
		Coordinate with Standard Parking for parking vouchers for affected Family and Friends			
	Standard <u>briefings</u> at the Information Desk to Family and Friends should include:				
		Brief every 15 minutes as needed to inform Family and Friends			
		Location, nature, extent of accident/incident <b>(Details should be briefed by airline)</b>			
		Number of persons/fatalities known <b>(Consult airline before release)</b>			
		Location of the FFAC using street directions, maps, available QR code as available			
		Parking vouchers can be provided for Family and Friends parked in structure or lots			
		Purpose of the FFAC and what Friends and Family can expect there			
	Notify Airport Tenants or others impacted by the FFAC				
		Coordinate with Airport Control to issue Core Group 2 AdHoc if not done already			
	Coordinate Transportation for friends/family, airline personnel, staff, property				
		Between Terminal and FFAC			
		To the Accident Site <b>(authorized personnel only)</b>			
		Provide direction to various facilities, hospitals, hotels, other support venues			
	Direct Media personnel to designated area (away from FFAC)				
		Joint Information Center (JIC) set up at AOC Hangar			
	Debrief SLCDAs members and Support Personnel				

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