



AIRBASE ARIZONA (ABAZ) COMMEMORATIVE AIR FORCE

Aviation / Non-Aviation Ground Mishap EMERGENCY RESPONSE PLAN (ERP)

**2017 North Greenfield Road
Mesa, Arizona 85215**

Section 1: Administrative

RECORD of REVISIONS / RE-ISSUES

Revision No.	Date	Comments
Original	15 May 2020	
Revision 1.0	24 February 2021	Section 4, 4.1 Contact List
Revision 1.0	24 February 2021	Section 5, 5.1 ERP Team Membership
Revision 2.0	8 December 2021	Section 4, 4.1.0 Contact List
Revision 2.0	8 December 2021	Section 5, 5.1.0 ERP Team Membership
Revision 3.0	2 January 2023	Section 4, 4.1.0 Contact List
Revision 3.0	2 January 2023	Section 5, 5.1.0 ERP Team Membership
Revision 3.1	11 August 2023	Change Safety Officer and ERP Coordinator to Mitch Middagh
Revision 3.2	15 November 2023	Corrected Typos & Page Numbers
Revision 3.3	4 March 2025	Change Operations Officer, Maintenance Officer, and Finance Contact Information

REFERENCE DOCUMENTS

1. U.S. Department of Transportation Letter (CAF Exemption No. 6802T)
2. U.S. Department of Transportation FAA LOA 14 CFR Part 91 Operations
3. U.S. Department of Transportation (FAA Order 8020.11D), Aircraft Accident and Incident Notification, Investigation, and Reporting
4. U.S. Department of Transportation (FAA Form 8020-9), Aircraft Accident/Incident Preliminary Notice, 10-03
5. National Transportation Safety Board (NTSB Form 6120.1) Pilot/Operator Aircraft Accident/Incident Report
6. Commemorative Air Force Unit Manual
7. Commemorative Air Force CAFR 60-1
8. Commemorative Air Force CAFR 66-1
9. Commemorative Air Force (Safety Management System Guide #11)
10. Commemorative Air Force (Safety Reporting System Guide #4)
11. Commemorative Air Force (CAF Form 603) Incident/Accident Report
12. Commemorative Air Force Aircraft Accident Checklist

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- A. Commemorative Air Force Incident/Accident Report (CAF Form 603)
- B. Commemorative Air Force Accident Investigation Report
- C. FAA Form 8020-9, Aircraft Accident/Incident Preliminary Notice
- D. NTSB Form 6120.1, Pilot/Operator Aircraft Accident/Incident Report
- E. NTSB Title 49 CFR 830.5, Immediate Notification
- F. NTSB Title 49 CFR 830.10, Preservation of Aircraft Wreckage, Mail, Cargo and Records
- G. ABAZ ERP Emergency Notification Worksheet (Copies)

SECTION 2. GENERAL ERP INFORMATION

2.1.0 ABAZ must be prepared to respond to an emergency expeditiously and proactively. **The Emergency Response Plan details the procedures to be followed in the event of an Aviation or Non-Aviation Ground incident/accident.** Compliance with the plan is **MANDATORY** in the case of accidents involving substantial damage to aircraft, or injury to passengers, ABAZ aircrew members or ABAZ members in execution of their assigned ground support mission.

2.2.0 Airbase Arizona members **SHALL NOT** use social media (Facebook, Twitter (X), Instagram, etc.), after an incident/accident that results in serious injuries or fatality. Members are allowed to contact spouse/family to let them know they are OK, but **NOT** allowed to comment on incident/accident or provide any other comments or member names. Social Media can be used by agencies, news media and non-members that may have negative impact on the unit and on-going investigation. Most important the airbase needs to ensure that Next of Kin notification is done in person vice families hearing through media sources, text or phone call.

2.3.0 The following information is provided to **GUIDE ABAZ MEMBERS** in their response to such an occurrence. The ERP is designed to bring a semblance of order to what may be a very chaotic situation. Clearly defined roles and expectations are pre-established to minimize duplication of effort.

Specifically, the Goals of the Emergency Response Plan are:

- To gather and preserve accurate information as rapidly as possible.
- To ensure that appropriate ABAZ ERP Team personnel are notified of the event.
- To provide the earliest possible notification to Next of Kin (NoK) of ABAZ personnel and passengers involved in the emergency.
- To provide support to ABAZ and Non-ABAZ personnel and families.
- To ensure that all the appropriate government agencies have received required notification of the event.
- To ensure that all CAF HQ and Federal regulatory requirements are complied with.
- To manage and protect ABAZ resources.

2.4.0 This document is not intended to detail immediate action items such as evacuating areas of imminent danger or calling police, fire, or emergency medical assistance through 911. These actions are considered common sense responses to an emergency and are therefore excluded from this document. In the case of other accidents, incidents or emergencies, compliance will be at the discretion of the ABAZ Staff, subject to any requirements imposed by law by the NTSB, State of Registry or the law of State in which the accident or incident occurred.

2.5.0 DISTRIBUTION and REVISION PROCESSES:

2.5.1 The CAF Airbase Arizona ERP will be distributed in both electronic and hard copy format, to the ERP Team members and summer tour assigned Ground Operations Coordinator (GOC) as listed below. Revisions to this ERP will be distributed and transmitted via email until such a time that the revision can be inserted into the electronic and hard copies of the ERP. It is the responsibility of the Airbase Leader and ERP Coordinator to review changes to the ERP in a timely manner.

2.5.2 Policy/Procedural Changes: ABAZ encourages suggestions for improving the operating policies and procedures contained in this Emergency Response Plan. However, no policy or procedure shall be added, deleted, or changed until approved by the Airbase Leader and Airbase Staff.

2.5.3 Revision Responsibility: The ERP Coordinator, in cooperation with the Airbase Leader, maintains sole responsibility for the ERP revision and distribution process.

2.5.4 Distribution:

- **ERP Master Electronic Copy:** The ERP Master Copy (PDF) is maintained on the ABAZ Member Leap website.
- **ERP Backup Hard Copies:** Hard copy ERP binders are maintained in the ABAZ offices and tour trailers for the below ERP Team members:
 - Airbase Leader
 - Executive Officer
 - Operations Officer
 - Maintenance Officer
 - Safety Officer
 - Finance Officer
 - Adjutant
 - Business/Finance Manager
 - ERP Coordinator
 - Rides Director
 - Tour Director
 - Ground Operations Coordinators (GOC)

2.6.0 Definitions

2.6.1 For the purposes of this document the term “**ACCIDENT/MISHAP**” refers to any of the following events:

- Death or injury of any ABAZ personnel while performing duties.
- Death, injury, or illness of any passenger on-board ABAZ aircraft or vehicle.
- Any accident or incident involving an ABAZ operated aircraft or vehicle resulting in damage to the aircraft or vehicle.
- Any time an aircraft is overdue or missing and is reasonably believed to have been involved in an accident.
- Any time ABAZ management is unable to contact on duty ABAZ personnel, or ABAZ personnel believed to be traveling to an assigned duty location, and those personnel are reasonably believed to have been involved in an accident or incident.
- Any event resulting in damage or destruction of company property or resources.

2.6.2 The terms “injury,” “illness,” “damage,” and “unable to contact” are inherently subjective as to their relative degree of severity. **The Airbase Leader and ERP Coordinator are responsible for determining whether or not a particular event warrants activation of the Emergency Response Plan.** Common Sense must be applied during both local and tour operations, if any question exists initiate Section 2 and 3 of the ERP.

2.6.3 ABAZ Member: For the purpose of this document the term “ABAZ Member” refers to any current member of ABAZ or any crewmember assigned to fly an ABAZ aircraft.

2.6.4 Non-ABAZ Member: For the purpose of this document the term “non-ABAZ Member” refers to any passenger on board an ABAZ operated aircraft or ground vehicle.

SECTION 3: INITIAL NOTIFICATION OF EMERGENCY

3.1.0 Initial Notification of an Aviation / Non-Aviation Ground Incident/Accident

- 3.1.1** First notification of an Incident/Accident may come through several sources and with one or more sources reporting the event. These sources may include:
- FAA
 - NTSB
 - Responding Police or Fire agencies
 - Airport / Military Base employees
 - Media
 - ABAZ Member
- 3.1.2** The first point of contact may not be ABAZ Operations or the tour Ground Operations Coordinator, so it is the responsibility of all ABAZ personnel to be familiar with the following procedures. Normally the **Rides Director** or the **Ground Operations Coordinator** will receive notification of an emergency and will be expected to gather the necessary details to begin the notification process.
- 3.1.3** The following information should be obtained from the person providing initial notification of an accident or incident:

**Note: If possible, complete the Emergency Notification Worksheet 3.1.5.
See Appendix G for additional Worksheet Copies**

- Date and time the report of an emergency was received.
 - Name, address, and telephone number of the person reporting the occurrence.
 - Aircraft or vehicle identification.
 - Date and time of the occurrence.
 - Location of the event including the distance from the nearest town and direction from some easily identifiable geographical point.
 - If available, names of injured persons and extent of injuries.
 - Names of hospitals where injured persons were taken.
 - Any damage to aircraft, vehicles, or other company property.
 - Damage to property or injury to other persons around the event.
 - Names of the official agencies that have been notified.
 - Temporary telephone numbers where the aircrew or passengers may be reached.
 - Any other details that may seem relevant to the individual reporting the event
- 3.1.4** Understandably, some of this information may be difficult to ascertain. Personal perceptions at the emergency site and unfamiliarity with aviation by the reporting party, may result in partial or incorrect information.

The person collecting the information should not comment or make any speculative statements as to the nature of the event; but focus on gathering the above information.

ABAZ Emergency Response Plan
Section 3. Initial Notification of Emergency

3.1.5 Emergency Notification Worksheet		
Received By:	Date:	Time:
Name, address, telephone number(s) of person reporting the emergency	Name: Address: Phone Number(s):	
Aircraft or vehicle description and identification information	Type and aircraft "N" registration: Type and vehicle license plate number:	
Date & time of the occurrence	Date: Time:	
Location	Location of the event including the distance from the nearest town and direction from some easily identifiable geographical point:	
Names of injured persons	If available and extent of injuries:	
CAF ABAZ Damage	Any damage to aircraft, hangar, vehicles, or other company property:	
Other Damage	Damage to property or injury to other persons involved in the emergency:	
Notifications	Emergency Services and/or other agencies that have been notified:	
Contact numbers	Temporary telephone numbers where the flight crew or passengers may be reached:	
Note: After obtaining as much information as possible, refer to Section 4 Contact List and immediately notify the members as directed.		

SECTION 4: NOTIFICATON – CONTACT LIST

4.1.0 Contact List Timelines: ABAZ Personnel and Agencies should be contacted with initial notification of an **Aviation/Non-Aviation Ground Incident/Accident** by the times listed below

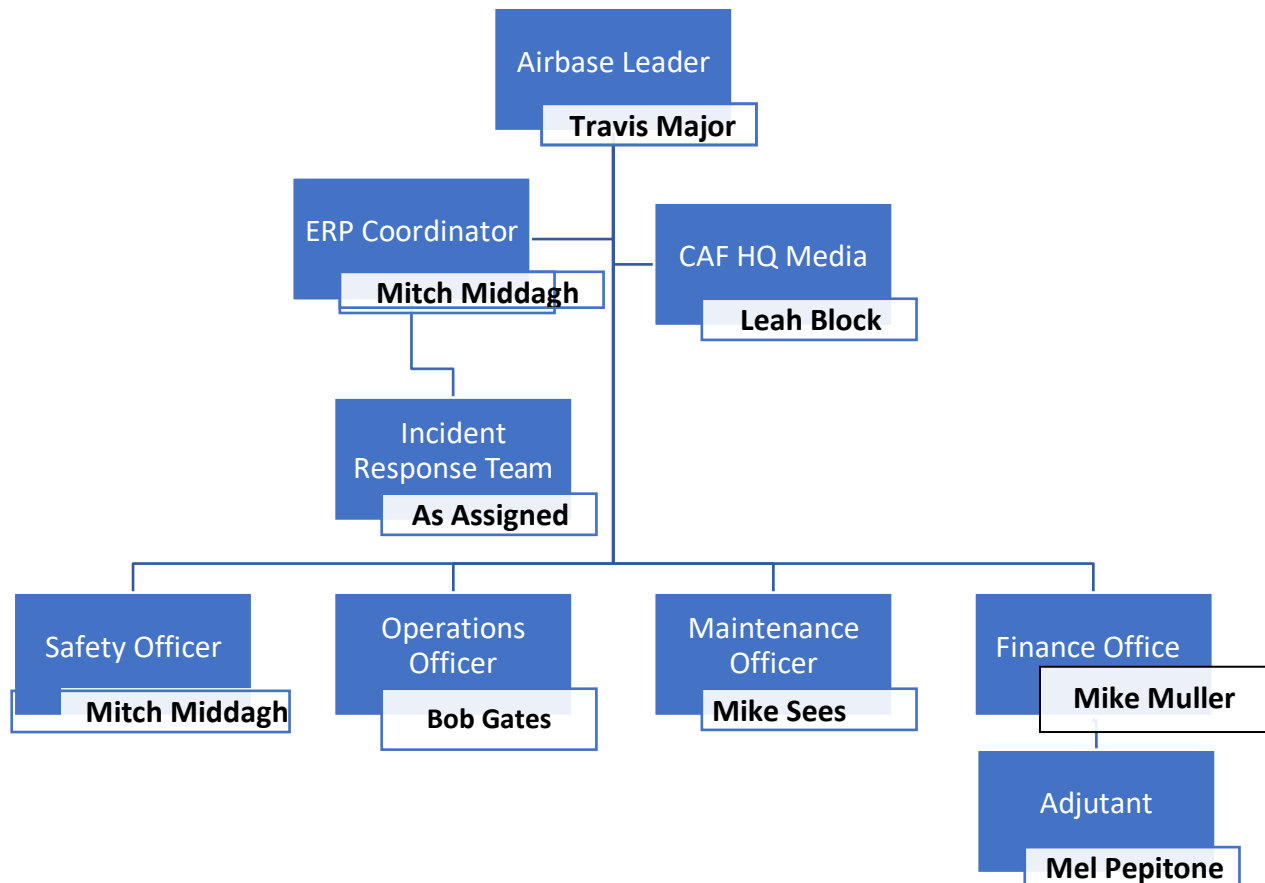
4.1.1 Mesa (Falcon Field Operations): If ABAZ member receives a call about an incident or accident immediately pass the information to Rides Director or Local Ride Coordinator and they will initiate the Notification Contact calls.

4.1.2 Tour Operations: Ground Operations Coordinator (GOC) is responsible to gather information using Emergency Notification Worksheet. GOC shall notify the ERP Coordinator as soon as possible. ERP Coordinator will notify the remaining contact list. **If ERP Coordinator not reached, GOC proceed with contact list.** Operations Officer should let GOC know that the 30-minute calls have been completed, if not they may require the GOC to coordinate the calls.

Notification Time	Title	Name	Mobile / Website
ASAP	ERP Coordinator	Mitch Middagh	480-395-6725, Call & Text
5 Minutes / ASAP	Air Base Leader	Travis Major	602-300-2212, ERP Coordinator will Contact, (Contact if ERP Coordinator not reached)
5 Minutes / ASAP	Executive Officer	Gary Oglesby	602-885-3344, ERP Coordinator will Contact, (Contact if Air Base Leader not available)
15 Minutes	Operations Officer	Mike Sees	480-773-3423, ERP Coordinator will Notify
15 Minutes	Safety Officer	Mitch Middagh	480-395-6725, Current ERP Coordinator
15 Minutes	Maintenance Officer	Bob Gates	480-789-9266, ERP Coordinator will Notify
30 Minutes Operations Officer will make Call	NTSB 24-Hour Response Operations Center		844-373-9922 or 202-314-6290 File NTSB Form 6120.1 – Pilot/Operator Aircraft Accident / Incident Report within 10 days. http://www.nts.gov/pages/report.aspx
30 Minutes Operations Officer will make call	CAF HQ Dallas, VP Aviation Operations & Safety	Jim Lasche Buddy Cooksey	CAF HQ - Jim Lasche Cell: 817-757-9319, jlasche@cafhq.org Buddy Cooksey Cell: 214-215-2946
30 Minutes Operations Officer will make call	FAA FSDO Scottsdale, AZ (Locals Ops)		480-284-4450

SECTION 5: Emergency Response Plan Team Responsibilities

5.1.0 ERP Team Members: ABAZ personnel are assigned to the ERP Team as shown in the below diagram. The “**ABAZ Incident Response Team (IRT)**”, (ERP Section 7), are members that may be assigned to travel to the incident/accident site to support the **GOC** and/or the Local, FAA, and NTSB Investigation.



5.1.1 Pre and Post Emergency Response Plan Responsibilities

- ABAZ response to an Aviation or Ground emergency begins before any such event occurs.
- Below are tasks and responsibilities assigned to specific positions within the ABAZ. When appropriate, these tasks and responsibilities are divided into “pre” and “post” segments. In the event that an individual is unable to fulfill the specific tasks assigned to their position, the Airbase Leader will identify the individual responsible for completing the tasks in question.

5.2.0 Airbase Leader Responsibilities

5.2.1 Pre-Emergency Responsibilities

- Maintain a working knowledge of the specific duties assigned to the ABAZ Airbase Leader.
- Maintain immediate access to the Emergency Response Plan.
- Direct ERP Coordinator to manage ABAZ pre-mishap planning and training.

5.2.2 Post-Emergency Responsibilities

- Receive notification from ERP Coordinator, Operations or GOC as situation dictates.
- Confirm that all members of ABAZ ERP Team and all individuals are able to complete their assigned duties. Reassign ERP duties as required.

5.2.3 Internal and External Notifications

- ERP Coordinator will coordinate ERP Team actions and report to Airbase Leader.
- Notify and serve as primary liaison with CAF HQ Dallas.

5.2.4 Operational

- Consider dispatching an **IRT** to the accident location. ABAZ IRT are unit members that can support local, FAA and NTSB investigation teams.
- Consider an ABAZ operational safety stand-down.
- Tour Considerations: In the event of a serious incident/accident coordinate with GOC to see if GOC/GSS members have any fitness for duty issues which might require replacement(s) assignments. Aircraft/Vehicle fatalities may cause emotional stress/trauma to the deployed ABAZ members.

5.2.5 Status of ABAZ Personnel, Passengers and Other Individuals

- Arrange for all ABAZ personnel, passengers, and other individuals involved in the event to receive a medical examination even if they do not appear to be injured.
- When appropriate, arrange the transportation of injured ABAZ personnel to appropriate facilities near their homes.
- When appropriate, arrange the repatriation of human remains to the families.

5.2.6 Media Inquiries

- Direct and manage the ABAZ media relations in consultation with CAF HQ Dallas. Primary ABAZ media spokesperson.
- CAF HQ Media POC, Ms. Leah Block (VP Marketing) will release official statements to the media/public. Office 877-767-7175x300, Cell 713-366-1481. Email, lblock@cafhq.org.

5.2.7 Next of Kin Notifications

- Review NoK notification procedures and content in Section 8 before the notifications are conducted.
- Primary responsibility for conducting ABAZ personnel NoK notifications is Airbase Leader.
- Coordinate with GOC on passenger NoK notifications on tour.
- Select member(s) to act as Family Liaison Member.

5.2.8 Staff Communication

- ERP coordinator is the primary contact with ABAZ crew/personnel at the incident/accident site.
- Maintenance Officer is primary contact for accidents involving only maintenance/hangar/fuel farm-related incidents/accidents.
- Reiterate that all communication from the Air Base Leader is to be directed through these individuals. **One way up, one way down.**

5.2.9 Other Responsibilities

- Consider implementing drug and alcohol screening for all ABAZ personnel involved in the event.
- Consider obtaining trauma counseling and crisis intervention services for ABAZ personnel regardless of whether or not they were involved in the event
- Oversee the ongoing review of the accident investigation.
- In consultation with ERP Team, review safety lessons learned from event.
- In consultation with ABAZ staff, evaluate the company's response to the event and the effectiveness of the Emergency Response Plan.

5.3.0 ERP Coordinator Responsibilities

5.3.1 Pre-Emergency Responsibilities

- Ensure that all ABAZ members and ERP Team personnel have immediate access to this Emergency Response Plan.
Responsible for coordinating review and updating of ERP.
- **Training and Drills**
 - Responsible for conducting initial and annual recurrent training for ABAZ members and ERP Team.
 - Responsible for conducting annual ERP drill in coordination with the Airbase Leader, Operations Officer, and [Tour Director](#).
- **Documentation**, Responsible for maintaining the hard and electronic copies of the ERP.

5.3.2 Post-Emergency Responsibilities

- Receive notification call from Operations/GOC.
- Handles all internal ABAZ requirements to include ERP Team notifications and is the primary interface with GOC on tour.

- **Notifications:**
 - Notify Airbase Leader / XO As Soon As Possible.
 - Notify ERP Team members for GOC, ensure GOC understands you have taken this responsibility.
 - If Operations Officer not available, Contact FAA, NTSB, CAF HQ.
- **Written Record:** Establish a chronological written record (hard copy or electronic record) of actions taken during the ABAZ response to the emergency.
- **Tour Operations:**
 - Direct and manage the response to the emergency through the GOC until ABAZ personnel or ABAZ IRT arrives and relieves the GOC.
 - Maintain constant communication with GOC/Tour site, receive updates as soon as information is made available.
- **ERP Team:**
 - Set-Up ERP Team in AOC Conference Room.
 - Collect all Operations/Maintenance Records from ERP Team members.
 - Determine the contact information for any medical facility treating ABAZ personnel, passengers, or other individuals involved in the event.
 - Determine the location and disposition of all ABAZ personnel, passengers, and other individuals killed in the event.
 - Verify all regulatory requirements have been satisfied.
 - Support Operations with passenger family/friends located at airbase.
- **Incident Response Team** Primary point of contact for the IRT.

5.3.3 After Action Responsibilities

- Coordinate and provide lessons learned from incident/accident.
 - Recommend ERP changes to Airbase Leader and Operations Officer.
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5.4.0 Operations Officer Responsibilities

5.4.1 Pre-Emergency Responsibilities

- Maintain working knowledge of specific duties assigned to Operations Officer.
- Maintain immediate access to the Emergency Response Plan.

5.4.2 Post-Emergency Responsibilities

- **Regulatory Compliance**
 - In consultation with the Maintenance Officer, determine if a reportable accident or incident has occurred in accordance with NTSB Part 830.5 (a) (**Appendix E**).
 - Verify that the Maintenance Officer has complied with the preservation of wreckage requirements of NTSB Part 830.10(a) (**Appendix F**).

- **Aircrew Records:** Primary responsibility for preservation of PIC, SIC, FLM flight crew records.
 - **IRT Recommendation:** Recommend IRT senior pilot to Air Base Leader (if required).
 - **Agency Notifications**
 - Notify and serve as liaison with the Scottsdale Flight Standards District Office (FSDO) office at 480-284-4450 for local area mishap.
 - Notify and serve as liaison with the NTSB at 844-373-9922 or 202-314-6290.
 - Review the list in **NTSB Part 830.5, Immediate Notification (Appendix E)**, to confirm that a reportable accident/incident has occurred.
 - If an accident/incident is reportable, the Operations Officer/Safety Officer will complete the NTSB Form 6120.1 Pilot/Operator Aircraft/Accident Report. **(Appendix D)**
 - Notify (as required) and serve as liaison with other involved government agencies, such as local law enforcement, local fire/rescue agencies, the EPA, OSHA, FBI, TSA.
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5.5.0 Rides Section (Mesa Operations) / Ground Operations Coordinator (Tour) Responsibilities

5.5.1 Pre-Emergency Responsibilities

- Maintain immediate access to the Emergency Response Plan. ERP Binder is located in Rides office and in both B-17/B-25 Tour Trailers.
- **Tour Operations:** GOC **shall** brief Ground Support Staff (GSS) on the ERP prior to ground / flight operations.
 - The ERP covers responsibilities for both Aviation and Non-Aviation Ground Incidents/Accidents. Common Sense applies, complete Section 3 and Section 4 requirements for all incidents/accidents. ERP Coordinator in liaison with Airbase Leader will determine the follow-on notification and ERP checklist execution requirements as required.
- Understand the importance of not commenting to, or interacting with, the media.
- Ensure Ride Coordinator and Flight Loadmasters understand the importance of accurate passenger manifests.

5.5.2 Post-Emergency Responsibilities

- **Call 911 if required.**
- Receive accident/incident notification, use **ERP Section 3 worksheet** if able.
- Secure all manifest(s) in accordance with NTSB Part 830.10 (d).
- **Initiate ERP Section 4 Notification Contact Calls**
- **Rides Section (Mesa Operations)**
 - With Air Base Leader approval suspend all flight operations
 - Gather passenger family/friends waiting on a passenger and move them to the Media Room as information comes available.
 - Air Base Leader will provide notification of injury/death to passenger family/friends present at ABAZ. If Air Base Leader not on-site he will assign member to make notification once information is available.
 - Passengers without family/friends present at ABAZ will be notified by phone provided in the emergency contact section of the flight manifest.
Notification will be made by Air Base Leader or his assigned representative.
- **Ground Operations Coordinator (Tour Operations).** This is general guidance for GOC's. GOC's will be ABAZ On-Site Lead until relieved by ABAZ personnel/ABAZ IRT. GOC must work closely with PIC depending on the situation.
 - Assure Emergency Notification Worksheet is completed.
 - Assure Emergency Notification Contacts/Timelines are accomplished.
 - Assure Flight Manifest is secured.
 - Secure Tour Trailer Operations.
- **Passenger Family/Friends:**
 - Gather passenger family/friends waiting on a passenger and move them to a private space (e.g. FBO / Hangar) as information is gathered on the status of passengers.
 - Passengers without family/friends present at Tour Stop will be notified by phone provided in the emergency contact section of the flight manifest once passenger status is available.
- **Start a Journal, log all calls/actions, etc. (Time/When/Where/Who).**
- **Incident/Accident Site:** Depending on situation, assign tour member(s) to proceed to site to coordinate with local fire/rescue efforts.
 - **Protect Property:** Property should be protected from unnecessary additional damage.
 - **Preserve Evidence:** Treat incident/accident site as if it were a crime scene. Arrange for 24-hour security until the FAA/NTSB investigation team arrives. Identify witnesses and get (Addresses, phone numbers, and email), get written statement from them if possible.
 - **Recovery Operations:** Everything at the site is under the control of FAA/NTSB until released.

- **Weather / Aviation Data:** Through the local FBO, obtain weather reports for departure and arrival airports and the emergency location. These reports should include the area forecast, terminal area forecast, and all NOTAMS including published NOTAMS.
- **Phone Calls:** Screen and transfer all incoming telephone calls to and as directed by the ABAZ ERP Team.
- **Finance/Expenses:** Contact ERP Coordinator if an expense is required to support incident/accident. ERP Coordinator will work directly with Finance and provide approval and payment method.

5.5.3 Media Inquiries Received by ABAZ Operations Rides / GOC

- Airbase Leader in coordination with CAF HQ Dallas will handle all media requests, release of official statements.
- Following an accident, it is reasonable that Rides Director, Tour Director, and GOC will receive multiple phone calls from media outlets seeking information. The following guidelines apply members receiving media inquiries:
 - Do not acknowledge or deny that an accident has occurred.
 - Do not speculate as to the possible cause of the event.
 - Do not release any information about the status of passengers or crewmembers to anyone outside of the ERP Team.
 - Remain vigilant for media outlets that may fail to initially identify themselves as such, or seek to engage in casual, seemingly non-relevant conversation.
 - The following statement will be provided to all media representatives inquiring about ABAZ involvement in any accident or incident.

"Thank you for your call. I have taken down all your information and contact details. I am not authorized to speak to the media on behalf of Airbase Arizona. You may contact our CAF HQ communications at 877-767- 7175 Ext 300, Ms. Leah Block. I will also share your query and contact information with them and ensure they follow-up with you."

5.6 Safety Officer ERP Responsibilities

5.6.1 Pre-Emergency

- Maintain a working knowledge of the specific duties assigned to the Safety Officer.
- Maintain immediate access to the Emergency Response Plan.

5.6.2 Post-Emergency

- **Regulatory Compliance**
 - In coordination with ERP Coordinator and Operations Officer support the completion of the below forms.
 - Complete CAF FORM 603, Appendix A (ASAP)
 - Complete FAA Form 8020-9, Appendix C (2 Hours)
 - Complete NTSB Form 6120.1, Appendix D (10 Days)
- **IRT Team**
 - Be prepared to travel to accident site as an IRT Member

5.7 Maintenance Officer Responsibilities

5.7.1 Pre-Emergency Responsibilities

- Maintain a working knowledge of the specific duties assigned to Maintenance Officer.
- Maintain immediate access to the Emergency Response Plan.

5.7.2 Post-Emergency Responsibilities

- **Regulatory Compliance**
 - In consultation with the Operations Officer, determine if a reportable accident or incident has occurred. (NTSB 830.5, Immediate Notification) (Appendix E).
 - Primary responsibility for preservation of maintenance related records in accordance with NTSB Part 830.10 (d) (Appendix F).
 - Primary responsibility for preservation of aircraft wreckage in accordance with NTSB Part 830.10 (a).
- **Local Procedures**
 - Primary responsibility for preservation of Flight Crew Chief qualification / training records.
 - Obtain a fuel sample from the ABAZ fuel farm and request the Tour GOC obtain one from the FBO that last fueled the aircraft.
 - Recommend IRT FCC/A&P members to Airbase Leader if required

- **Security of the Accident Scene**
 - Primary responsibility for securing the accident scene prior to the arrival, and after the departure of, NTSB personnel in coordination with GOC, IRT Lead.
 - Security of the accident scene encompasses aircraft wreckage, personal belongings, baggage and cargo. Security of the accident scene may be accomplished by coordination with local law enforcement agencies.
 - **Damage Assessment**
 - Ascertain the extent of damage to any ABAZ aircraft involved in the emergency.
 - Every effort should be made to obtain photographic documentation from the scene at the earliest possible opportunity.
 - Ascertain damage to any property not owned or operated by ABAZ.
 - **Status of Personal Belongings, Baggage and Cargo**
 - Determine the location and status of personal belongings, baggage and any cargo.
 - Make arrangements for the return of personal belongings, baggage and cargo to the involved individuals or their families.
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5.8.0 Adjutant / Finance Office Responsibilities

5.8.1 Pre-Emergency Responsibilities

- **Adjutant:** maintain file copy of all current member ABAZ Hold Harmless Documents.

5.8.2 Post-Emergency Responsibilities

- **Adjutant:**
 - Provide Hold Harmless document to ERP Coordinator for member(s) involved in incident/accident.
 - Support Airbase Leader with NoK notification procedures as required.
- **Finance Office:**
 - ERP Coordinator/GOC will contact Finance Officer if a large expense is required to support incident/accident for approval and payment method.

SECTION 6: ERP Team Immediate Action Checklists

6.1.0 Immediate Action Checklist: These checklists provide both immediate actions and general instructions to follow in the event of an Aviation/Non-Aviation ground incident/accident. They have been developed to be simple and straightforward.

6.2.0 Rides Section (Mesa Operations) / Ground Operations Coordinator (Tour Operations)

Checklist: **Items in Black are for both Operations Rides and GOC, Items in Blue are additional items for GOC Tour Operations. GOC should delegate responsibilities to GSS members as situation develops.

Action Timeline	Action	Clock Time	Name(s)	Comments
Immediate	Call 911 (If Required)			
Upon Notification	Complete Emergency Notification Worksheet for both Aviation and Non-Aviation Ground Incidents/Accidents		Rides/GOC	ERP Section 3.1.5
Immediate	Secure Passenger Manifest		Rides/GOC	
Immediate	Move Passenger Family / Friends to ABAZ Media Room		Rides	Mesa Operations
Immediate	Move Passenger Family/Friends to FBO/Hangar as required		GOC	Tour Operations
ASAP	Contact ERP Coordinator - He will make the following calls. No response contact Airbase Leader & XO			ERP Section 4
15 Minutes	Contact Operations Officer			ERP Section 4
15 Minutes	Contact Safety Officer			ERP Section 4
15 Minutes	Contact Maintenance Officer			ERP Section 4
ASAP	Secure Tour Trailer / Flight Operations		GOC	Tour Operations
ASAP	Start a Journal (Time/Action/Who)		Rides/GOC	
As Required	Incident / Accident Site: Assign tour member(s) to proceed to site to coordinate with local fire/rescue efforts		GOC	Tour Operations, inform ERP Coordinator if/when you dispatch members to site
As Directed	Status of additional ABAZ Flight Operations that may be on schedule		Rides	As Directed by Airbase Leader
As Directed	Notify Passenger Family/Friends of passenger injury/death upon conformation of Status. Either Face to Face or via Manifest Emergency Contact Information.		GOC Review ERP Section 8	As Directed by Airbase Leader and Tour Director
60 Minutes	GOC obtain fuel sample from fuel farm / FBO that last fueled aircraft.		Maintenance/GOC	Directed by Maintenance Officer
On-Going	Direct all Media requests to ERP Coordinator, ABAZ Airbase Leader / CAF HQ Media		Ms. Leah Block	CAF HQ Media, Office 877-767-7175x300 Cell: 713-366-1481
60 Minutes	Obtain and archive Weather and NOTAM information for departure and arrival airports from ATC/FBO		Rides/GOC	Sent to ERP Coordinator
On-Going	Track all ABAZ and Non-ABAZ personnel locations to include hospital location and medical status		Rides/GOC	Update ERP Coordinator as required
60 Minutes	Forward Completed CAF Form 603 to ERP Coordinator		Rides/GOC	Appendix A

ABAZ Emergency Response Plan
Section 6. ERP Team Immediate Action Checklists

On-Going	Forward all incoming calls to ERP Coordinator/ERP Team		GOC	GOC --Use GSS members to support this ongoing effort
On-Going	Major Expense to support incident/accident		GOC Contact ERP Coordinator	Finance Officer approval /payment method will be provided

6.3.0 ERP Coordinator Checklist

Action Timeline	Action	Clock Time	Name(s)	Comments
Upon Notification	Initial or receive copy of Notification Worksheet		Rides/ GOC	ERP Section 3
ASAP	Contact Airbase Leader / XO			ERP Section 4
ASAP	Contact all ERP Members, ensure GOC understands that you have (will) make these calls			ERP Section 4
ASAP	Obtain copy of aircraft manifest		Rides / GOC	Hard Copy / Photo Copy
ASAP	Obtain ABAZ Member Emergency Contact Information		Business Office/Adjutant	GOC verify ABAZ Members involved
ASAP	Verify status & Location of Passenger family/friends at Airbase or Tour Stop		Rides/ GOC	List of passenger emergency contacts not present on-site
ASAP	Status of Airbase Flight Operations		Airbase Leader	Canx remaining scheduled flights?
30 Min	Verify OPSO has contacted FAA/NTSB/CAF HQ		OPSO	Make calls if not completed by OPSO
30 Min	Verify Airbase Leader has contacted CAF HQ /Media		Airbase Leader	Make calls if not completed by Airbase Leader
1 Hour	Complete CAF HQ Form 603 or obtain copy from GOC		Rides/ GOC /Safety	Appendix A, Forward completed Form 603 to CAF HQ
On-Going	Status of ABAZ Members / Non-ABAZ Members (Passengers)		Rides/ GOC	Medical Condition/Location
As Required	IRT Recommendation to Airbase Leader		OPSO/Maintenance	
As Required	Set up AOC Conference Room for ERP Team		Business Office support	
As Required	Support NoK Notifications		Business Office / Adjutant	ERP Section 8
2 Hour	Complete FAA Form 8020-9		OPSO/Safety	Appendix C
As Required	Verify Insurance Company Notification		Finance	

ABAZ Emergency Response Plan
Section 6. ERP Team Immediate Action Checklists

6.4.0 Airbase Leader Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Receive initial notification information, Activate ERP Team (If Required)		ERP Coordinator	Rides/GOC Update
ASAP	Notify CAF HQ, Operations / Media		Ops-Jim Lasche Media- Ms. Leah Block	Jim Lasche, 817-757-9319 Leah Block, 713-366-1481
ASAP	Decision to initiate Operational Stand Down		ERP Coordinator	If more than one A/C Flight Ops in execution
On-Going	Status update of personnel in incident/accident		ERP Coordinator	Rides/GOC Update as changes occur
30 Minutes	Status of NTSB Notification		OPSO	
30 Minutes	Status of FAA Notification		OPSO	
30 Minutes	Status of CAF HQ Safety Notification		OPSO	
30 Minutes	Obtain ABAZ member Emergency Contact information		Adjutant	
60 Minutes	Review Next of Kin notification procedures, ERP Section 8		Adjutant	
As Required	Select Family Liaison Member(s)			
As Required	Make Next of ABAZ Member NoK Notification		Adjutant	
As Required	Make Passenger Emergency Contact Notification or appoint member to make notification in person or via phone		GOC	Coordinate/approve GOC passenger notification at Tour Location
As Required	Insurance Company Notification		Finance	
As Required	Determine if IRT is required		ERP Coordinator	

6.5.0 Operations Officer Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Receive initial Notification from ERP Coordinator or Rides/GOC, verify manifest is secured		ERP Coordinator	Rides/GOC Notification
Upon Notification	Verify Emergency Services have been notified and are either on scene or enroute		ERP Coordinator	Directed to Rides/GOC
Immediately	Secure all Flight Crew Records: PIC/SIC/FLM		Terry Smith 330-571-2681	Operations (Pilot Records)
On-Going	Review with status of all individuals involved in the incident/accident		ERP Coordinator	Medical Status & Location
15 Minutes	Contact Scottsdale FSDO (Local Event)		FAA Scottsdale FSDO	480-284-4450
30 Minutes	Notify and serve as Liaison with NTSB Response Operations Center (ROC)		NTSB	844-373-9922 or 202-314-6290
60 Minutes	IRT Recommendation to Airbase Leader			In coordination with Maintenance Officer

ABAZ Emergency Response Plan
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6.6.0 Maintenance Officer Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Secure all Aircraft Maintenance Records and Maintenance Training and Personnel Records			Rides/GOC Notification
15 Minutes	Consult with Operations Officer / Safety Officer to determine if an FAA/NTSB reportable event has occurred.			See Appendix E & F
60 Minutes	IRT Recommendation to Airbase Leader			Could be sooner with a local Incident / Accident
60 Minutes	Obtain fuel sample from the ABAZ Fuel Farm or request GOC request fuel sample from the FBO that last fueled the aircraft			Maintenance for Action, Directed to GOC
As Required	Select IRT Maintenance Personnel, FCC/A&P			

6.7.0 Safety Officer Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
30 Minutes	Coordinate with Operations Officer to ensure Federal Agencies and CAF HQ have been notified			
Per Requirement	Review and complete CAF FORM 603, Appendix A			In Coordination with ERP Coordinator & OPSO
Per Requirement	Review and Complete FAA Form 8020-9, Appendix C			In Coordination with ERP Coordinator & OPSO
Per Requirement	Review and Complete NTSB Form 6120.1, Appendix D			In Coordination with ERP Coordinator & OPSO
As Required	Be Prepared to support IRT and travel if assigned			

6.8.0 Media Coordinator Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Airbase Leader lead for all Media contact		ERP Coordinator	
As Directed	Contact CAF HQ Media		Ms. Leah Block	Cell: 713-366-1481

6.9.0 Adjutant Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Secure Emergency Contact Information of ABAZ member(s)			Set up AOC for ERP Team
As Required	Coordinate with Air Base Leader and Support NoK Notification Process			

ABAZ Emergency Response Plan
Section 6. ERP Team Immediate Action Checklists

6.10.0 Business/Finance Manager Checklist

Action Timeline	Action	Clock Time	Contact Name	Comments
Upon Notification	Notify Insurance Agency as required			Airbase Leader Approval Required
As Required	Coordinate all IRT Logistics for Travel, Lodging, etc.			

Section 7: ABAZ Incident Response Team (IRT)

7.1.0 ABAZ Incident Response Team (IRT)

- **IRT Aviation Responsibilities:** The IRT are ABAZ members that may be assigned to travel to the accident site and **support** the Local Police/Fire agencies. IRT is **NOT** part of the formal NTSB investigation until CAF HQ / ABAZ Airbase Leader requests NTSB “Party Status” (Section 7.7.0). IRT supports initial on-site support to local authorities prior to FAA/NTSB Arrival, when they will take control of the accident investigation.
- **IRT Non-Aviation Responsibilities:** In the event of serious injury/ fatality of ABAZ member at hotel, flight line operation, truck/trailer or rental vehicle mishap IRT may be required to support GOC/GSS for follow on operations. In this case the CAF Form 603 (Appendix A) may be the only document required. CAF Form 603 is aviation centric, for a ground incident just fill out the sections that make sense.
- **IRT Assignment: Aviation Incident/Accident: The Airbase Leader in coordination with Operations Officer and Maintenance officer will assign qualified members to the IRT. IRT Membership to support an Aviation Incident/Accident may include at a minimum the following personnel.**
 - Senior Pilot in Command in specific T/M/S aircraft
 - Senior Flight Crew Chief in specific T/M/S aircraft
 - A&P Mechanic in specific T/M/S aircraft
 - ABAZ Safety Officer
 - GOC/GSS additional staffing or replacement as required or requested.
- **IRT Lead:** One individual will be appointed as the IRT lead. The IRT lead **MAY** also serve as the **ABAZ NTSB Party Coordinator** (Section 7.7.0) with the on-site NTSB Investigator in Charge (IIC) and serve as ABAZ’s primary point of contact for the team.

7.2.0 IRT Lead Pre-Departure Coordination

- In consultation with the ERP Team and Airbase Leader review objectives and expectations for the IRT as they pertain to the event.
- In consultation with the ERP Team identify individuals who will serve as potential NTSB party specialists.
- Primary responsibility for notifying and briefing additional IRT members. The initial briefing should include an anticipated duration of stay on scene along with any specific individual equipment requirements.

- **Transportation / Lodging (If Required)**
 - Primary responsibility for determining transportation and lodging requirements. Transportation should be based on the mode that will provide the fastest response time. Lodging arrangements should be made as soon as possible, ABAZ Finance will coordinate travel and lodging.
 - The ideal choice is to place IRT in the same hotel that the NTSB will be using.
 - Our secondary choice is lodging as close as possible to the NTSB hotel.
 - Under no circumstances should the IRT be placed in the same hotel as the passenger family members.

7.3.0 In-route Responsibilities

- Responsible for verifying that all team members have reviewed and understand the NTSB investigative process and the NTSB accident investigation response guidelines.
- Remind technical party specialists not to interact with the media.
- Responsible for verifying that all team members understand the on-scene chain of command.
- Local fire and police authorities are tasked with initial rescue and securing the scene they are in charge until the NTSB or FAA arrives.
- Upon arrival, the NTSB investigator in charge (IIC) controls the scene.
- If there is any suspicion of a crime the FBI is in charge of the scene.
- Individual ABAZ technical party specialists assigned to NTSB investigative teams report to the NTSB team leader.

7.4.0 On-Scene Responsibilities

- **Communication**
 - The ABAZ IRT lead is the on-scene and management contact point. All communication must be routed through this individual.
 - The IRT lead is responsible for maintaining constant contact with the NTSB IIC.
- **Regulatory Compliance**
 - Should the IRT arrive prior to the FAA or NTSB, IRT is responsible for verifying that the scene has been secured in accordance with NTSB Part 830.10(d).
 - **EPA Requirements.** The IRT is responsible for determining if the EPA should be notified. Fuel, oil, or hydraulic fluid spills may require EPA notification.
- **Media Relations**
 - ABAZ IRT SHALL NOT talk with Media.
 - All media briefings will be conducted by local, FAA or NTSB representatives.
- **Baggage and Personal Effects.**
 - Primary responsibility for gathering, inventorying and storage of baggage and personal effects.
 - The NTSB must release the baggage and personal effects to the IRT Lead.

- **Coroner Support**
 - The IRT will have primary responsibility for serving as a liaison between ABAZ, FAA/NTSB and the local coroner, and supporting agencies that are attempting to identify the remains of deceased victims.

7.5.0 IRT Equipment Checklist

- **IRT Equipment:** The following list is meant to be a guideline, but each individual will need to tailor the required equipment to their specific mission. Factors to be considered include:
 - Location of the accident site and anticipated duration of the response.
 - Weather conditions both current and forecast.
 - Availability of support resources such as lodging, transportation and food.
 - Availability of communication resources such as mobile phone coverage and internet access
- **Individual Equipment**
 - Sufficient clothing and personal items to enable them to remain onsite for a minimum of one week.
- **Electronic equipment**
 - Laptop computers
 - Company iPad
 - Mobile phones/Chargers
 - Digital cameras
 - Extension cords
- **Protective equipment**
 - Work gloves
 - Work boots
 - Hearing protection
 - Eye Protection
 - PPE (If required)
- **Paperwork**
 - Individual FAA certificates as appropriate. Team members, both pilots and maintenance staff may be requested by the FAA or NTSB to provide copies of their respective certificates.
 - Company issued identification and documents.
 - Experienced based resume.
 - Tetanus and Hepatitis B inoculation documentation.
 - Passports if appropriate.

- **Team Equipment**

- Aircraft maintenance records (Copies).
- Aircraft maintenance manual (Copies)
- Aircrew Certifications (Copies).
- ABAZ Policy Documents
- Flashlights and spare batteries
- Bio-Hazard Personal Protective Equipment (PPE). ABAZ maintains its own PPE supplies. The NTSB Investigator in Charge (IIC) will determine whether or not PPE will be required to access the accident site.

7.6.0 NTSB Investigative Process

- **Investigating the Event**

- The IRT Lead is the unit ABAZ member responsible for supporting the **INITIAL** investigation of the event once on site. He will coordinate a handoff with the GOC members as required for tour operations.
- **CAF HQ Representative**, in the event of a serious aviation incident/accident the **CAF HQ VP for Operations/Safety will travel to the accident site**. The GOC/IRT members shall work hand in hand with the CAF HQ representative.
- The IRT Lead should notify the NTSB that he/she is the ABAZ Official-in-Charge.

- **The Responsibility of the National Transportation Safety Board (NTSB)**

- The NTSB is responsible for determining the cause of civil aviation events and must make recommendations to prevent similar events in the future.
- The NTSB will focus on technical issues, the IRT Lead may discover ABAZ organizational or managerial issues that are important to address in the future.
- The first NTSB representative or FAA official serves as an interim official until the investigating team from either the Regional or the Washington, D.C. NTSB office arrives.
- NTSB team will consist of three to seven people, including an **Investigator-in-Charge (IIC)**.

- **NTSB Arrival.** Upon arriving, the NTSB takes custody of the event scene and the aircraft wreckage. In any event, no part of the wreckage may be disturbed unless it is necessary to:

- Remove injured or trapped survivors.
- Protect the wreckage from further damage.
- Protect the public from injury.
- The original condition and location of the wreckage, including the impact marks, are valuable clues in determining the cause of the event. The team will photograph the wreckage, draw extensive diagrams, and write complete descriptions.
- If a member of the Team observes someone removing or disturbing any part of the wreckage, he or she should tell that person to leave the wreckage undisturbed.
- In some cases, there will be tremendous pressure to clear the wreckage or recover its contents. For example, if an airport runway is blocked, the airport will want to clear the wreckage quickly.

- The interim NTSB or FAA official will be reluctant to approve any movement of wreckage or the onset of salvage activity. The interim official will want to defer to the NTSB IIC.
- However, if there is a pressing need to remove passengers' personal effects, and the NTSB or FAA official is satisfied that the scene is carefully documented, and the rest of the wreckage is preserved, he or she may grant permission to do so.

7.7.0 NTSB Party Status

- **ABAZ requesting NTSB Party Status:** The CAF HQ / ABAZ Airbase Leader will make the determination as to whether or not to request "Party" status to the NTSB investigation. Party status will allow ABAZ to observe and potentially participate in the entire investigation process. The NTSB is not required to grant party status and will make the determination on a case-by-case basis
- **ABAZ Membership:** Should party status be granted, ABAZ representatives must be "suitable qualified technical personnel" who can actively assist in an investigation. IRT members may be utilized as ABAZ Party representatives or additional ABAZ members may be assigned per Airbase Leader direction.

7.8.0 NTSB "ABAZ Party Coordinator" Responsibilities

- **ABAZ Party Coordinator:** Represents ABAZ during the investigation phase. His primary responsibility is to assist the NTSB investigator in charge (IIC) as required. The Party Coordinator may or may not be the IRT Lead, situation and requirements will determine selection.
- **Party Coordinator responsibilities:** include supervision of ABAZ party specialists, monitoring the investigation for accuracy and completeness and providing on scene support to family members of passengers or crew involved in the event.

7.8.1 Qualifications

- The individual assigned to serve as **ABAZ NTSB Party Coordinator** must meet the following requirements:
- Ability to speak for ABAZ and make decisions with minimal input from ABAZ Staff.
- Ability to supervise the activities of the ABAZ party specialists.

7.9.0 NTSB Investigative Procedures

- **NTSB investigating team.**
 - The NTSB IIC will convene a meeting of all interested parties. This meeting is held in a room, usually at the investigating team's hotel, where all future meetings and briefings will be held until the termination of the site investigation.
 - ABAZ and Interested parties to the event may include, the aircraft manufacturer, the engine manufacturer, the Air Traffic Controllers, the FAA, and others.

- **Initial Meeting.** The IIC establishes the committees that will be doing the actual investigating. Each committee is responsible for a portion of the investigation and is led by an NTSB member. The IIC may create any number of committees, depending on the specific event, committees may include:
 - Power Plant
 - Avionics
 - Maintenance Records
 - Human Factors
 - Witnesses
 - Operations/Air Traffic Control
 - Aircraft Performance
 - Structures
 - Systems
 - Meteorology
- Any interested party may request to participate on a given committee. The NTSB does exclude insurance companies, attorneys and consultants.
 - **ABAZ** may want an expert representative on each committee.
 - IRT Lead in coordination with Airbase Leader should determine who should be on each committee and arrange for their request to participate.
 - Approval to participate is not automatic and is based on the individual ability to contribute to the investigation.
- **Gathering Evidence.** The team examines and measures the wreckage and interviews witnesses and participants.
 - Evidence gathering begins immediately after the NTSB has formed the committees.
 - Each committee gathers the evidence for which it was formed.
 - Extensive photography of the scene will take place.
 - The investigators will photograph the wreckage from all angles, inside and out. The debris and other damage caused by the event are also photographed, along with impact scars and skid marks.
 - Investigators should photograph or note any unusual conditions, such as ice adhering to any part of the aircraft, significant tracks or marks in soft ground, or any sign of birds, such as feathers or debris on the windshield.
- **Wreckage Distribution Map.** The map shows the points of impact and the final resting place of the aircraft and all related debris. The sketch should indicate the type of terrain, any obstructions, and the line of flight of the aircraft. All distances should be measured and indicated on the map.

- **Aircraft Controls.** Investigators should note the positions of the controls and instruments including:
 - Positions of the fuel switches
 - Position of ignition switches
 - Position of engine controls, wing flaps and anti-ice switches
 - Time on clock (if stopped)
 - Position of landing gear handle and gear
 - Inspection of tail surfaces
 - Inspection of ailerons
- **Witnesses.** Investigators will interview all available witnesses and take depositions.
 - Witnesses may include ABAZ members employees, airport employees, bystanders, or passengers.
 - Depositions are also taken from the flight crew. These depositions have restricted access, for the integrity of the investigation and to allow the witnesses to speak more freely about the event.
- **Analyzing and Reporting.**
 - The field investigation of an event can take from one to ten days.
 - Within a month after all evidence is gathered, each NTSB committee leader must submit a Factual Report to the IIC.
- **NTSB Factual Report.**
 - The NTSB Factual Report is a description of the committee's activities and findings.
 - The Factual Reports are incorporated into the NTSB findings and the conclusions and recommendations reached by the NTSB.
 - The NTSB Final Report may not be published for many months after the event.
- **ABAZ Internal Report.**
 - ABAZ should also prepare an internal report.
 - The internal report is the responsibility of the IRT Lead.
 - Like the NTSB Factual Reports, it is a report of the committees' activities and findings as ABAZ sees them.

7.9.1 Post Investigation

- Once the NTSB IIC has released the accident scene, the Party Coordinator / IRT lead in coordination with the Maintenance Officer, is responsible for overseeing the removal and disposal of wreckage.
- After the wreckage has been removed, a thorough search of the area should be conducted for any personal belongings that might have been overlooked.

Section 8: Family Assistance

8.1.0 Emergency Contact Information

- **Electronic Emergency Contact Roster.** The current electronic member emergency contact file roster is maintained by the Adjutant.
- **Hard Copy:** Adjutant maintains hard copy member Hold Harmless documents in his office. This is a secondary method to obtain member emergency contact information.

8.2.0 ABAZ Manifest Procedures

- **Bomber/Transport Aircraft:** B-17/B-25/C-47/C-45 **all flight operations** require a completed crew/passenger manifest. Manifests are completed by **Rides** (Mesa operations) and **Ride Coordinators/FLM's** (Tour operations).
- **Point to Point Flights:** Flights not departing from Mesa Falcon Field will leave a manifest copy with the departure FBO. Also, **Ground Operations Coordinator / Ride Coordinator** will take photo of manifest and forward to ABAZ Operations prior to departure.
- **Single Piloted Aircraft:** SNJ/PT-17 **all flight operations** require a completed crew/passenger manifest.
- **ABAZ Manifest Records:** Manifests are forwarded to ABAZ Finance upon completion of flight.

8.3.0 ABAZ Member Next of Kin (NoK) Notification

- ABAZ will make every effort to expeditiously notify the NoK of any member injured or killed in any type of event.
- Adjutant Office will obtain the members emergency contact information as soon as they are notified.
- Air Base Leader or his appointed unit member holds primary responsibility for conducting notifications.
- It is imperative that the NoK notification be conducted by ABAZ before the family member hears of the event through the news media or other sources.
- It is ABAZ policy that all member notifications of NoK will be accomplished in person

840 Non-ABAZ Member (Passenger) Emergency Contact Notification.

- In the vast majority of time passenger Emergency Contact is present at the Airbase (Mesa Operations) or at the Tour Stop location.
- **Airbase Operations:** Move the passenger family/friends to the ABAZ Media Room.
- **Tour Operations:** Move the passenger family/friends to a quiet location in the local FBO/Hangar as required.
- Manifest will have the passenger emergency contact information to include name and phone number.
 - Rides / Ground Operations Coordinator may be the ABAZ member that informs passenger Emergency Contact that there has been an incident/accident.
 - Air Base Leader will direct who will make notification.

850 Member NoK Notification Procedure (In-Person Only)

85.1 Notification Policy

- NoK Notification Policy and the individual members emergency contact Information shall be reviewed prior to conducting any NoK notification.
- Notification using the NoK Notification Form below.
- In person NoK notifications should be conducted by at least two people.
- Ideally two ABAZ members, Air Base Leader and member close friend/member supervisor, should conduct the notification. Do not conduct an initial notification to minor children.

85.2 Notification Content

- The objective of a notification is to inform a family that their relative has been injured or has died.
- Always attribute the source of the information concerning the individual's status (injured or killed), to a government entity such as law enforcement, fire department, NTSB, or coroner's office.
- If the individual has been transported to a hospital, then attribute the information to that entity.
- Provide only factual information that has been verified. If it is not possible to determine the status of the individual, then explain why to the next of kin.

853 In Person Notification Procedure

- Introduce yourself, present identification and ask to come in.
- Try to find a quiet location to conduct the notification.
- Specifically avoid areas that have children or other individuals present.
- Verify that you have the right family member by asking "Are you the (relationship) of (name)?"
- Inform simply and directly with warmth and compassion. Use the words "dead" or "died" instead of expressions like "expired," "passed away," or "we've lost(name)."
- Always use the victim's Name.
- Do not refer to them as the "body" or the "deceased."

Sample script: "I'm afraid I have some very bad news for you." Pause a moment to allow them to prepare. "(Name) has been involved in an accident/incident and (s)he has died." Pause again. "I am so sorry."

8.6.0 Next of Kin Notification Form

Air Base Arizona NoK Notification Form

Member / Passenger Name: _____

NoK Notified: _____

Address: _____ **Phone Number:** _____

Notification Made By: _____

Date of Notification: _____ **Time of Notification:** _____

Relationship to Member / Passenger: _____

Condition of Member / Passenger Reported at Initial Notification:

Follow-Up Condition:

Assessed Needs: _____

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8.7.0 Family Assistance Services

8.7.1 The goal of ABAZ family assistance is to provide, short and long term, assistance to the families of injured or deceased members.

8.7.2 The assistance, provided by the ABAZ Staff may include, but is not limited to:

- **Short Term Assistance:**

- Travel and accommodations to visit hospitalized accident victims.
- Assistance with child/elder/pet care.
- Assistance with the repatriation of injured ABAZ personnel.
- Assistance with the return of human remains.
- Assistance with memorial service arrangements.
- Assistance with obtaining grief counseling and mental health support.
- Coordinating the return of personal property.

- **Long Term Assistance:**

- Assistance in dealing with life insurance issues.
- Assistance in dealing with medical insurance issues.
- Assistance with long term grief counseling and mental health support.

8.8.0 Family Liaison

8.8.1 Family Liaison Member. An individual chosen to serve as a family liaison will have the most challenging task of anyone involved in the unit response to an emergency which involves injuries or death.

8.8.2 Next of kin (NOK) notifications are not the responsibility of a family liaison and should not be accomplished by the individual who will serve in that role. After the family notification has been conducted the individual conducting the notification should introduce the family liaison.

8.8.3 Role and Responsibilities of the Family Liaison

- The role of the family liaison is to provide information and logistical support to the family.
- Ideally, each family should have a different family liaison. This support will be extensive and multi-aspect beginning as soon as possible after the event and over the period of several weeks gradually tapering to a minimal support role.
- The support will be a combination of meeting family requests and anticipating their needs.
- All support is provided in consultation with available ABAZ resources.
- While it is understandable that an emotional bond may develop between the liaison and the family, the liaison must bear in mind that they are not a member of the family and must distance themselves from family discussions and decisions.

8.8.4 Family Liaison Primary Responsibility: The primary responsibility of the family liaison is to serve as the communication conduit between ABAZ and the family.

- Provide verified factual information to the family.
- Direct the family to reliable information sources such as the NTSB or local fire and police authorities.
- Do not communicate rumors, assumptions, speculation or unconfirmed information.
- Avoid any discussion of possible causes for the accident and avoid technical explanations of aviation or maintenance related matters.
- Relay family questions and concerns to the appropriate ABAZ Staff and provide feedback to the family.
- Provide information to the Air Base Leader on the family's status, requests and anticipated needs.

8.8.5 Family Liaison Secondary Responsibility: A secondary responsibility is to provide logistical support to the family. The type of logistical support will be situational dependent. Some possible examples are:

- Assist with making travel arrangements for family members.
- Assist with identification and repatriation of remains.
- Assist with funeral arrangements.
- Assist with repatriation of personal property and baggage.
- Assist with benefits and insurance needs.
- Assist with making arrangements for childcare, elder care or pet care.
- Assist with day-to-day activities such as shopping, yard work or meals.

8.9.0 Support for the Family Liaison Member

- The role of Family Liaison has the potential to be very emotional and stressful for the individual performing those duties. ABAZ Staff should monitor the Family Liaison both during and after their tenure and provide logistical and mental health support as needed.

8.10.0 ABAZ Flight Crewmembers: Additional Considerations

- It is not an unreasonable expectation that after an aircraft accident some flight crewmembers may want to stop flying. This decision may be a personal choice, or it may be a result of direct or indirect pressure from family members.
- Operations Officer must be cognizant of flight crewmembers that may want to stop flying, these individuals will need to be managed on a case-by-case basis.

8.11.0 Retrieval of Human Remains and Personal Property

- ABAZ will make every reasonable effort to facilitate the return of human remains and personal property to the family. Primary responsibility for coordinating this effort is the ERP Team.
- Due to the complex nature of coordinating the return of human remains and personal property, ABAZ may elect to utilize the services of an emergency services provider.