



AVIATION EMERGENCY RESPONSE PLAN

GENERAL PHILOSOPHY

Although no one conducts aviation operations with the intent of having an accident, the possibility is always there. When an accident does happen, one very common factor occurs and that is **confusion**. This Emergency Aviation Response Plan is designed to guide the company's actions in the unfortunate event of an accident, and in particular, an accident with fatalities. You can pre-plan most of the steps that must take place in the advent of an aviation emergency, and this will eliminate most of the confusion that usually occurs. This plan (the "ERP") shall become an integral part of the operations at all AirShares locations. The ERP shall be reviewed annually by the company and updated and amended as deemed appropriate by management. The Regional Director ("RD") of each location is responsible for training each location's staff on the procedures outlined in this RD as well as making a copy of the ERP available to each staff member for quick access. A hardcopy of the ERP should also be stored in a common location and readily available for all to access.

This ERP is meant as a guide for your actions in the event of an accident. It was developed from several industry resources, and from personal knowledge gained from a company accident. No plan, this plan included, can encompass all scenarios. In the event that an accident or emergency requires action outside of the guidance put forth in this ERP, that is completely acceptable. Importantly, TAKE ACTION. Do not delay in taking action because one or more pieces of information described in this ERP are missing from the scenario. Use your best judgement, take action, and communicate.

Rehearsal

The best test of how well this Plan will work, and where it may need refinement, is to create a hypothetical accident and rehearse your Response Plan. RD's should plan to rehearse this plan with an accident scenario at least annually with the RD's staff.

Revisions

This ERP will be updated from time to time, as new and better processes are developed. Any needed changes should be reported directly to the AirShares CEO. The CEO will make the changes, as appropriate, note the revision change and date at the front of this document, and redistribute to all RD's electronically. Each RD shall then be responsible for updating all copies of this ERP in each respective office. Every effort should be made to maintain the accuracy of telephone numbers included in this document as Appendix A. An incorrect or changed phone number can impede the efficacy of this plan. Make every effort to maintain the accuracy of the contact information on Appendix A and report any changes immediately to the CEO for inclusion in an update.

Emergency Response Plan Quick Reference Guide

STEP 1 – Field the incoming call

- Collect Data
- Who is caller, what Agency?
- Contact info
- Accident info
- Take thorough notes and verify data

STEP 2 – Verify and Communicate

- Call RD responsible for aircraft
- Work to confirm aircraft, by checking schedule, flightaware.com, scheduling office, etc.

STEP 3 – RD becomes “Response Team Leader”

- Identify and call Response Team
- Coordinate meeting
 - Communicate expectations and brief team on job descriptions
- Secure relevant records
 - Aircraft records – logs, maintenance records
 - Pilot records – training data, ratings, medical info
 - Trip detail – weather, flight plan, weight / balance and any other relevant info

STEP 4 – Execute Communication Plan

- Contact family (in person if possible) – Be extremely sensitive to their needs.
- Contact Authorities
- Prepare Media Statement(s)

“I have received notification that an aircraft has been involved in an accident. There were ___ people on board the aircraft, and we’re in the process of notifying the families of these individuals. Our hearts and prayers go out to them, and at this time our primary goal is to support them and their wishes. We’ll inform you of any additional information as soon as it becomes available.”

- Communicate with constituents
 - Other employees
 - Staff (Nationally)
 - RD’s
 - Owners

EXPANDED NARRATIVE

STEP 1

Initial Communication – “Fielding the call you never want to get”

Ideally the phone call would come in through the main switchboard, during business hours, and it would be from a knowledgeable / informed person with all the facts. Further, it would happen while you have this ERP in front of you. However, the chance of that happening are close to nil. That being the case, your responses to a call should be to plan on and expect the worst, but hope for the best. ALL STAFF SHALL BE BRIEFED, AND RETRAINED ANNUALLY, BY EACH RD TO COVER THE ELEMENTS OF STEP 1.

The initial call may come from a reporter, an airport worker, an FBO, an owner, a COPA member, the FAA / NTSB. The call may come after hours, or on the weekend, and it will likely not be to the correct person... specifically, an accident involving an aircraft from X market, might not go to the office in X, and the call may not actually be for one of our aircraft. Stay calm, ask as many questions as you can to verify the data, take notes, and then take action. Initial information about an accident comes from strange and often inaccurate sources. Remember not to shoot the messenger, but do everything you can think of to verify the information you are hearing. Get the name, entity, telephone number, fax number and address of the person calling-in the report.

Try to make certain the caller is not perpetrating a hoax by calling him/her back. If necessary, verify the entity's phone number with long distance information.

Presume anonymous calls regarding threats of sabotage or hostages as genuine. Try to record the exact words of the caller. Listen for identifiable background noise.

If the call is from a foreign country, verify the caller's entity with the U.S. Embassy of that country. U.S. Department of State, Washington, DC. Tel: 202-647-4000.

Note the date and time of the accident/occurrence and the time you received notification.

Obtain as much information from the caller as possible. For example:

1. Make and model of aircraft
2. Aircraft Registration number
3. Location of the accident or occurrence
4. Medical condition of persons involved
5. Names of the health care facilities providing treatment
6. Extent of damage to the aircraft
7. Whether police, fire, rescue or FAA are en route or on the scene
8. Whether other government agencies have been notified

STEP 2

Verify and Communicate – “Check your notes, Check the DATA [is this our airplane?], and call others”

2a Write your notes -- Make sure you've written down everything you heard on the initial call as accurately as possible. You'd be surprised how quickly information can get lost, forgotten, or simply confused with the adrenaline of a real accident.

2b Identify Aircraft – Check the schedule and see if the information is plausible. If you just heard that an AirShares Cirrus SR22 GTS went down in the Rockies with 4 people on board, verify and see if we have any aircraft with four people planned in that region. Check the schedule on the ASE system, call the scheduling staff, and cross check the information and identify the probable aircraft, and owner, and whether it not it was likely one of our aircraft. Go to www.flightaware.com and see what, if any, flight plans the aircraft had and where the aircraft is.

2c Communicate – Call the RD responsible for the aircraft [not the RD closest to the accident location] as noted on Appendix A, and call the corporate office. If you're not successful on first call attempt, continue calling mobile numbers, home numbers, spouses of RD's, etc.

STEP 3

RD Becomes “Response Team Leader”, Assembles the Team, Initiates Organizational Meeting

The key to the Plan's success is the ability of management to respond in a logical, coordinated manner to the news of an accident involving a company aircraft. The first step in ensuring a timely and appropriate response is to assemble a team of key response personnel, each of whom will have specific, pre-assigned responsibilities should an accident occur. The Response Team Leader (“RTL”) in charge of the accident aircraft is responsible for assembling the response team and for coordinating the initial response plan meeting. Consider possible modifications to this Plan to meet the needs of the situation.

The initial workload with an accident, particularly a fatal accident, can be immediately overwhelming. As such, the RTL should assemble a team of four (4) people if possible. Depending on the nature of the accident, the AirShares CEO will immediately travel to the meeting location assigned by the RTL. If there is a pressing need to have media communications with the CEO, it may be beneficial for the CEO to attend to media / communication needs rather than spending the first hours traveling. If this is the case, AirShares will send another corporate representative to the meeting location as soon as practical, and CEO will assist with outside communications.

The RTL shall communicate with the Accident Response Team participants as soon as possible and coordinate the Response Team Meeting, preferably at the local office where pilot flight records and aircraft records are easily accessible. Response Team Leader should initiate this meeting immediately regardless of time of day. The meeting is to establish and delegate the



following responsibilities and to brief the team on the following roles and expectations you have as Response Team Leader:

Roles and Responsibilities

1. Response Team Leader

- Assembles team
- Coordinates Response Team Meeting
- Key decision maker
- Manages ERP process
- After execution of plan is in place the RTL shall establish “next meeting” intervals and plans with the team for frequent update and progress meetings.

2. Assistant Team Leader – This can be anyone, but should be distinct from the Team Leader

- This is “point” person for all incoming phone calls
- Handles and screens all incoming phone calls for the Team Leader
- Insulates Team Leader from media phone calls, until responses are formulated

*“Sir, let me get your number and I’ll have him call you right back.”
“Do you mind holding a minute, while I locate him?”*

3. Information Liaison – This could be a Regional Chief Pilot, Ops manager, or anyone else familiar with owner and aircraft records.

Top priorities for the Information Liaison (the “IL”):

1 – Emergency contact information and addresses. Names of family (if possible). If appropriate, call instructors, owner services reps at AirShares, etc. to gather any information about the passenger manifest and emergency contact information for all people thought to be onboard. Report this information to the Team Leader as soon as possible, and before proceeding to Priority # 2 and 3 below.

2 – Pilot / owner file. Gather all contract and training files for the Pilot Owner Summarize this information for the Team Leader. Is the medical on file current, is there a more current medical date listed in MyFBO? Is / was the pilot / owner current? When was his last training event? Do we have records from that training? When were the pilot’s most recent flights?

3 – Aircraft data. The IL shall secure all maintenance logbooks for the aircraft including airframe, powerplant, and propeller logs. Are all entries proper and up to date? Are all decal inserts affixed to the logs and in proper location? Do the logbook dates match the dates in MyFBO? Know the name used as the aircraft’s registered owner if it is different from your company’s name.

5 – Weather and Trip Data. Weather reports for the airports closest to the location of the occurrence (METARs, terminal forecasts, Airmets, Sigmets, Notams) All trip papers related to the aircraft and its flight, including weight and



balance calculation. Any flight path plots available on www.flightaware.com or other comparable sites.

6 – Contact Originating FBO. Notify the FBO that provided the last fuel for the aircraft and have them collect and preserve a fuel sample.

4. Communication Liaison – This person might be an Ops Manager, Sales Exec or Owner Service Rep

The primary responsibility of this role is to manage the various communication channels and ensure that each channel has a clear, concise communication message. Please note that the Management of these communication channels may be distinct from the ‘execution’ of the communication. Specifically, it may be more appropriate for other Response Team Members to handle the actual communication. For example, the RTL might handle communication with the Families involved, and the IL might handle communications with any investigative authorities. Regardless, of who does the communicating the CL is responsible for helping with the messaging and tracking communications and contact information. The four (4) main communication channels need to be established immediately and carefully managed during the first 24 hours after an accident. They are:

- Survivors / Family -- Communication with family and friends of pilot and passengers.
- Authorities -- Communication with relevant authorities such as NTSB, FAA, and Local police. Additionally communication with Aircraft manufacturer may be important.
- Media – Communication
- Constituents – Staff, Other RD’s, owners, etc.

STEP 4

Executing the communication plan

1) Survivors / Family

As soon as possible after hearing of a fatality, communication should commence with the families of the victim(s). The Family has a right to know as early as possible, and it is far better for them to hear it from us, than it is for them to hear about it on the news. If practical, the Team Leader should make an effort to see the families in person. No one likes to hear about a loved ones’ death over the phone, but visiting the family may not be practical and / or the time may not allow. The RTL shall determine the best way to communicate with the families given the specifics of the situation. If communicating by phone, and you have to leave a message, only leave a message “Call me back as soon as possible at _____.” Do not leave word of an accident on an answering machine.

After the Information Liaison establishes and verifies the passenger manifest and all listed emergency contact data, the Team Leader should communicate with the “emergency contact” as quickly as possible.

- Visit, or call, the person
- Introduce yourself, or reintroduce yourself to them if you’ve met them. [Get right to the point]

“Mr. / Mrs. _____, I’m unfortunately calling with bad news. We’ve just received word from the _____, and it appears that your _____ was fatally injured in an aircraft accident. I’m very sorry to tell you this news over the phone, but I wanted you to hear it from me as soon as possible.”

- There is usually abrupt, sometimes shocking denial when you state this. It is better just to get the sentence out, and let them respond, ask questions, etc. You might hear things like...

“Who are you again, is this some type of joke?”

“This can’t be, I just talked to him / her an hour ago”

“Are you sure?”

“What happened?”

- Do not speculate about the accident all. Offer to be as helpful as possible. Can you call relatives for them? Can you call other family to come over? Can you contact a priest, rabbi, or other spiritual leader for them?

“Sir / Mam, I wish that I had more information to give you at this point. We’ve only gotten the initial information that there was an accident, and at this point the authorities are en route to the accident to try and figure out what happened. Again, I’m so sorry about the loss... we’re devastated to hear this news ourselves. I can’t imagine what you’re feeling right now.”

- Other things you might say ...

“We’re assembling a Response Team at the office right now, let me give you my contact information so that you can call me with any questions. As soon as I hear anything further, I will call you. Is there anyone I can call for you?”

“Again, I’m so sorry for your loss. Our hearts and prayers are with you and your family, please call me if I can talk to anyone for you.”

This will likely be one of the most difficult things you’ll ever have to do. It is absolutely gut-wrenching for you and the recipient. Be as kind, helpful, candid, and understanding as you possibly can on the phone. However, remember not to speculate with the Survivors / Family about what might have caused the accident.

“The NTSB is the pre-eminent investigative group in the world, and were cooperating with them fully to find out exactly what happened. As soon as we hear any additional news, I’ll call you immediately.”

2) Authorities

Communication with the Authorities, particularly the FAA / NTSB should also be accomplished expeditiously. Since most of our aircraft are not registered in our names, it



is difficult for these authorities to know that AirShares is involved with the aircraft. If they don't know, it is our responsibility to reach out to them and communicate. I've found it difficult to know who to reach at the FAA / NTSB. The aircraft manufacturers are always contacted immediately by the NTSB, so they are often the best source of knowledge about who to contact. NTSB investigators are assigned very quickly to cover accidents.

The IL should call the manufacturer (see Appendix B) and let them know, if they haven't already been notified, that there was an accident. Leave contact information with the Manufacturer and ask that their Response Team contact you for information about the aircraft. The Manufacturer's Response Team Leader will know which NTSB investigator is assigned and can give you contact information or pass on your contact information to the investigator. Be as helpful as possible to the investigator when you contact them. State that you've identified and secured pilot information, aircraft maintenance records / logbooks, and that you are ready to assist in any way possible. Within 48 hours the investigator will likely ask you to create a report containing any relevant information (see Appendix C for actual information requested by NTSB in an accident). When giving information to the NTSB, keep the originals yourself, and give them copies of the information in a neat, organized, easy to read format.

Contact our Insurance Broker as soon as possible. They aren't directly considered an authority, but we do want to communicate with them that we are in the loop, and working to cooperate with the investigators. The insurance company adjusters will want a copy of the same information that the investigators want.

For any suspected criminal acts such as sabotage, hostages or a bomb threat, notify the FBI. Contact law enforcement officials at the scene and, if necessary, authorize use of off-duty police for site security. Review NTSB 830, and communicate with the NTSB if this has not already been done (see Appendix C for a reference to NTSB 830 Notification Requirements).

Contact law enforcement officials at the scene and, if necessary, authorize use of off-duty police for site security.

3) Media

It is disheartening how quickly the Media finds out about an accident. Their need for information is seemingly inappropriate and invasive. It is imperative that you establish control of media communications by trying to be the best source of information:

Do

- Be readily available. Be well prepared. Be accurate. Be cooperative.
- Do practice your rehearsed statement. While it is important to stick to the script, adjust it as necessary to fit your personality. You don't want to seem stiff or cold, but you do want to be repetitive with your message.

Don'ts

- Do not talk "off the record".
- Do not speak "off the record"



- Do not give the identity of the owner / pilot, or passengers, even if that information has already been broadcast on COPA or elsewhere. “Out of respect to the families involved, we just can’t share that information with you at this time. I hope you understand.”
- Do NOT seek out the Media, but also DON’T hide from them

Reporters are tenacious, and they will try every way they can imagine to get you to spill some unique information to them. They’ll try to get you to speculate about the cause, to talk about the pilot, or to give them any nugget of valuable information. Anything you say can be completely twisted out of context, so you must stick to your rehearsed statement. You can reword the statement to answer different questions, but remember that if all you say is your rehearsed statement, then that is all that they will play on the news – and that’s good! They may ask you 20 different questions about all kinds of topics, but stick to the basics...

“I have received notification that an aircraft has been involved in an accident. There were ___ people on board the aircraft, and we’re in the process of notifying the families of these individuals. Our hearts and prayers go out to them, and at this time are primary goal is to support them and their wishes. We’ll inform you of any additional information as soon as it becomes available.”

In response to a question about “What happened?”

“At this time, all we know is that the aircraft went down near _____. The FAA / NTSB are the world’s best at figuring out what happens in aviation accidents. We’re cooperating with them fully, and are hopeful that they’ll be able to share something with us and the families soon.”

Can you tell us about the pilot?

“Out of respect for the family, I can’t identify the pilot, but I can tell you that he was a great guy, a good friend to us, and our hearts are absolutely broken that he’s gone. Our prayers go out to the family”

The central themes of all Media responses

- *“We’re cooperating with the authorities... they are great at what they do. At this point we don’t know...”*
- *“Our feelings/thoughts/prayers are with the families”*
- *“As soon as we know more we’ll be glad to talk more”*

Our experience is that TV reporters, both locally and nationally, are the most aggressive in their quest for information. Fortunately, their appetite dies down pretty quickly. The story has a shelf life of only 24 hours for television. Local papers and magazines are interested for about 48 hours. Trade magazines, Forums, etc are interested for a few weeks.

4) Constituents

Other AirShares owners, staff, vendors, and affiliates will also want to know what happened in an accident. Communicating with them is not as high a priority as communicating with Family, Authorities, or Media, but it is urgent. The constituents will also be contacted by friends, industry,



media, etc. so the quicker and more accurately we can inform the Constituent group, the better off you'll be. Get your message to them, before someone else does. You'll calm them, and you'll let them know that you care by reaching out to them. You'll turn them into allies with respect to fielding questions from online forums, media, friends, and the pilot community.

Your main message to them is very similar to the messages to the Media. Likely the Constituent groups will be either staff or owners, so you can let them know a bit information if you have it. The Themes are the same though:

- *"We care about the families involved. We're doing X, Y, and Z to help them."*
- *"The plane apparently went down at _____ location."*
- *"We're going to be swamped, please excuse any delay in getting back to you."*
- *"We wanted you to hear this news from us directly"*
- *"We'll let you know more as we find out more."*
- *"Keep these families in your prayers."*

Inform employees in person, if possible. If expediency is necessary, inform them via telephone. Do not leave a message other than for a return call.

Advise employees not to discuss the accident with anyone outside the company, including the FAA, NTSB or law enforcement, unless directed to do so by the RTL. Direct any and all staff (locally and nationally) to refer any and all media inquiries to the Communication Liaison.

Sample email to other staff and RD's

HIGHLY CONFIDENTIAL

Dear RD's and Staff,

At approximately 7:30p this evening, an AirShares owner flying solo from PDK airport to Charlotte airport crashed. We don't know a lot of details at this time, but what we do know is that the aircraft went down approximately 8 miles N of Charlotte airport. Apparently there was no survivor (1 on board). There was a post impact fire.

Next Steps:

- 1) We've appointed a central contact person to handle all inquiries from media, owners, or others. That person is Mariana Torres at 770-344-1205 DID, 678-581-5962 office, and 404-273-6654 cell will be the primary source for information. She (and all of us) are going to be extremely busy over the next few days, so please do what you can to minimize calls, but please also direct any inquiries about the accident to her.
- 2) I have contacted the pilot's family, and they have asked us to keep the info confidential as long as possible.
- 3) Statements -- We must be accessible and available to the media. If you are approached for a statement by media, or others the response is...

"We've reached out to the family, but until we've been able to fully communicate with them we will not be releasing the owner's name. We don't know exactly what happened, but let me point you to the person in our organization that has the most info"

[Point them to Mariana Torres]

Mariana's response will then be ...



"First and foremost, we lost a fellow pilot and friend. Our hearts are broken, and our sincerest condolences are with the friends and family of the pilot. The FAA and NTSB are investigating the accident, and they are the world's best at figuring out what happened. We are fully cooperating with them in their investigation. As soon as they have completed their investigation, we will communicate further with you on this. For now, again, our hearts go out to the family of the pilot."

In the morning our communication strategy will be to continue communicating with the family, then

- a) Owners of 665CD
- b) All other owners
- c) COPA as necessary
- d) Media as necessary

Thank you,

David Lee

Sample Email to AirShares Owners

Dear Owners,

I want you to know that we had an unfortunate accident at approximately 7:30p on Thurs (11/30/06). N665CD departed PDK for Charlotte, NC and apparently crashed about 8 mi north of Charlotte airport. The AirShares owner / pilot was the only person on board, and he was fatally injured. First and foremost, we lost a fellow pilot and friend. The aircraft is replaceable, but the pilot is not. Our hearts are broken, and our sincerest condolences are with the friends and family of the pilot. The FAA and NTSB are investigating the accident, and they are the world's best at figuring out what happened. We are fully cooperating with them in their investigation. As soon as they have completed their investigation, we will communicate further with you on this. For now, again, our hearts go out to the family of the pilot.

Sincerely,

AirShares Elite, Inc.

David Lee
CEO

STEP 5

... The Next Day

After completing the communication tasks, gathering the necessary information and talking to the families, you'll likely be exhausted. The RTL should conclude the first day with summary meeting the Response Team to discuss next steps and the next day.

Consider:

- A) Doing what you can for the families, and be sensitive to their needs.
- B) Giving non-response team staff the next day off to deal with any emotional issues (particularly if an employee was involved in the accident)
- C) Hiring a professional trauma counselor to be available for staff

Conclude the day and the meeting by listing out any essential tasks that need to be completed the following day such as filing reports for the NTSB, sending copies of information to authorities, meeting with insurance adjusters, communicating further with other owners, or the trade publications.

Fleet Actions



Analyze whether or not the fleet locally or nationally might need to be grounded for any reason. Was there anything unique to the accident that might lead us to suspect a fuel problem, maintenance problem, training problem that needs immediate action?

The RTL shall discuss this with the CEO and make any appropriate decisions or communications in this regard.

Try and get some rest – the next few days will be draining physically and emotionally.

STEP 6

... The next weeks

Continue Communications

The media interest will die down, but other owners, website forums, and the pilot community will still be hungry and inquisitive for data. Keep your eye on the rumors, and plan reactions as appropriate. Involve the CEO to assist in the communications. Other owners may want to know about funeral arrangements, and the staff may be interested in attending any services. If appropriate, the RTL / RD should attend the funeral services to represent the company.

Work with any other co-owners of the aircraft involved to answer their questions and keep them informed about insurance issues, and replacement of the aircraft.

Analyze Processes

Is there anything about the accident that would lead us to believe there are processes that need adjusting? Did the accident highlight a training issue? A maintenance issue? An aircraft issue? If so, communicate with the corporate office and voice your concerns.

Analyze the ERP

How did this ERP work for you? What changes / suggestions would you suggest?

APPENDIX A Contact Information

AirShares Elite Regional Offices	Phone Numbers	Fax Numbers
ASE -Corporate Office	800-482-5411	866-448-4553
ASE -Mid Atlantic/West	973-575-0123	973-575-0485
ASE -Mid Atlantic/West toll free	888-824-0123	877-596-7357
ASE -New England	781-541-7070	781-274-8197
ASE -Ohio	614-937-6266	866-292-6475
ASE -SouthEast	678-581-5962	678-581-5963
OptAir	Alt Contact	Cell
OptAir	989 859-7650	989-832-2652
Bushouse, Jay (Chicago sales and ops)	708-383-4800	773-315-0748
Kelley, Creig (RD/Minneapolis sales)	989-859-7650	989-859-7650
Phillips, Ben (CFI-PTK)		248-766-3960
Randall, Sandy (CFI-Minneapolis)		612-756-4745
Weaver, Don (RCP/CFI)		989-859-7237
Emergency and After Hours @ RDU		800-980-1399
ASE Mid Atlantic	Alt Contact	Cell
Arrigo, Chris (Director of Maintenance)		914-837-4420
Bertoli, Rich (Corporate Chief Pilot)		646-284-5568
Blust, Henry (DC CFI)		703-899-1620
Bramble, Jeff (NY CFI)		917-495-9119
Callow, Dan (DC CFI)		301-580-9495
Ferris, Scott (Tampa CFI)		301-266-2467
Gerlach, Chuck (Tampa CFI)	941-575-6384	941-875-3534
Herskovitz, Jeff (NY CFI)		718-809-7164
Kretchmer, Moshe (NY CFI)		845-323-6696
Lorgus, Wayne (PA CFI)		484-459-0563
Marsh, Mark (Tampa CFI)		813-787-3339
Performance Flight (NY CFI)		914-397-1444
Price, Kevin (RD ASEMA & ASEW)		201-388-6444
Raines, Adam (NY Sales - direct calls to him)		917-846-1042
Saini, Meredith (DC CFI)		301-996-8883



Schillinger, Bill (NY CFI)	(w)212-292-4575	646-207-8085
Smith, Chris (Tampa CFI)		813-508-1496
Stegeman, Daniel (PA Sales-direct calls to him)		267-640-1141
Taussig, Randy (DC Sales - direct calls to him)		703-489-7722
Teaford, Brian (PA CFI)		484-686-6929
Zimmerman, Roberta (DC CFI)		516-425-9952
ASE West Coast	Alt Contact	Cell
Price, Kevin (RD ASEMA & ASEW)		201-388-6444
Beitler, Justin		310-200-6314
ASE Corporate Office Staff	Alt Contact	Cell
Daniels, Tanya (OR Supervisor)		404-290-1771
Gentle, Kaye (Director of OR)		914-602-7343
Lee, David (CEO)	404-892-3406	404-290-2338
Muir, Thornton (IT)	404-437-7897	404-933-3332
Vultee, Annabelle (COO)		305-542-6535
ASE New England	Alt Contact	Cell
Rosse, Brad	781-275-1561	781-910-2638
Lewis, RJ (BOS Ops)		617-922-8671
Zunkiewicz, Greg (FL Ops)		954-218-4571
Haber, Dennis (Sales)		305-606-1643
Housman, Ron (Sales)		617-549-4123
Henry, Mark (RCP)		617-699-7249
Bradlee, Harry (Instructor/Client)		781-910-7767
Singer, Neil (CFI)		781-521-7708
Eshal, Al (CFI)	781-652-8850	781-640-7346
Daneau, Tim (CFI)		508-254-4039
ASE Ohio	Alt Contact	Cell
Baehr, Mike (RD)		614-937-6266
Barthel, Joe (Sales LUK)		513-739-5262
Betounes, Jim (RCP)		614-440-6052
Gallagher, Steve (LUK repo's)		513-706-7950
Grause, Ken (CFI-LUK)	859-491-0100	859-991-1981
Jagodnik, Andy		440-465-0765



Keith, Kevin (CFI-AKR)		330-208-7573
Linebaugh, Amy (CFI/LUK repo's)		614-239-3518
Macarthy, Charles (Sales-Cleveland)		216-632-1637
McConnell, Mike (CMH repo's)		614-439-3268
Sayre, Tim (Sales Rep CMH)		614-638-1258
ASE SouthEast	Alt Contact	Cell
Samulin, Bruce (RCP)		404-909-5424
Spencer, Doug (Director of Operations)	770-279-7571	678-982-2778
De For, Rex (Pro-pilot BHM)	205-663-2537	205-821-7337
Insurance Company Contacts	Alt Contact	Cell
Dixie Aire (Registration)	800-366-3027	
Margie Prince (Insurance)	815-788-2625	
Larry Galizi (Insurance)	815-479-1011	
Mike O'Neal (FFC)		770-235-8507
Manufacturer Contacts	Alt Contact	Cell
Teledyne-Continental Motors	800-718-3411	
Cirrus Design	218-727-2737	
MY FBO	434-793-6800	
NTSB Regional Field Offices	Alt Contact	Cell
Eastern Region		
Ashburn, Virginia	571-223-3930	
Atlanta, Georgia	404-562-1666	
Miami, Florida	305 597-4600	
Central Region		
Chicago, Illinois	630-377-8177	
Denver, Colorado	303-373-3500	
Arlington, Texas	817-652-7800	
Western Region		
Seattle, Washington	206-870-2200	
Gardena, California	310-380-5660	
Alaska Region		
Anchorage, Alaska	907-271-5001	
More Info: http://www.nts.gov/Abt_NTSB/regions/AVIATION.HTM		



APPENDIX B

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APPENDIX C NTSB 830 Procedures

Subpart B—Initial Notification of Aircraft Accidents, Incidents, and Overdue Aircraft

§ 830.5 Immediate notification.

The operator of any civil aircraft, or any public aircraft not operated by the Armed Forces or an intelligence agency of the United States, or any foreign aircraft shall immediately, and by the most expeditious means available, notify the nearest National Transportation Safety Board (Board) field office¹ when:

¹ The Board field offices are listed under U.S. Government in the telephone directories of the following cities: Anchorage, AK, Atlanta, GA, West Chicago, IL, Denver, CO, Arlington, TX, Gardena (Los Angeles), CA, Miami, FL, Parsippany, NJ (metropolitan New York, NY), Seattle, WA, and Washington, DC.

(a) An aircraft accident or any of the following listed incidents occur:

- (1) Flight control system malfunction or failure;
- (2) Inability of any required flight crewmember to perform normal flight duties as a result of injury or illness;
- (3) Failure of structural components of a turbine engine excluding compressor and turbine blades and vanes;
- (4) In-flight fire; or
- (5) Aircraft collide in flight.
- (6) Damage to property, other than the aircraft, estimated to exceed \$25,000 for repair (including materials and labor) or fair market value in the event of total loss, whichever is less.
- (7) For large multiengine aircraft (more than 12,500 pounds maximum certificated takeoff weight):
 - (i) In-flight failure of electrical systems which requires the sustained use of an emergency bus powered by a back-up source such as a battery, auxiliary power unit, or air-driven generator to retain flight control or essential instruments;
 - (ii) In-flight failure of hydraulic systems that results in sustained reliance on the sole remaining hydraulic or mechanical system for movement of flight control surfaces;
 - (iii) Sustained loss of the power or thrust produced by two or more engines; and
 - (iv) An evacuation of an aircraft in which an emergency egress system is utilized.
- (b) An aircraft is overdue and is believed to have been involved in an accident.

[53 FR 36982, Sept. 23, 1988, as amended at 60 FR 40113, Aug. 7, 1995]

§ 830.6 Information to be given in notification.



The notification required in §830.5 shall contain the following information, if available:

- (a) Type, nationality, and registration marks of the aircraft;
- (b) Name of owner, and operator of the aircraft;
- (c) Name of the pilot-in-command;
- (d) Date and time of the accident;
- (e) Last point of departure and point of intended landing of the aircraft;
- (f) Position of the aircraft with reference to some easily defined geographical point;
- (g) Number of persons aboard, number killed, and number seriously injured;
- (h) Nature of the accident, the weather and the extent of damage to the aircraft, so far as is known; and
- (i) A description of any explosives, radioactive materials, or other dangerous articles carried.

Subpart C—Preservation of Aircraft Wreckage, Mail, Cargo, and Records

§ 830.10 Preservation of aircraft wreckage, mail, cargo, and records.

(a) The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to §831.12(b) of this chapter.

(b) Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:

- (1) To remove persons injured or trapped;
- (2) To protect the wreckage from further damage; or
- (3) To protect the public from injury.

(c) Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.

(d) The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.

Subpart D—Reporting of Aircraft Accidents, Incidents, and Overdue Aircraft

§ 830.15 Reports and statements to be filed.

(a) *Reports.* The operator of a civil, public (as specified in §830.5), or foreign aircraft shall file a report on Board Form 6120. 1/2 (OMB No. 3147-0001) ² within 10 days after an accident, or after 7 days if an overdue aircraft is still missing. A report on an



incident for which immediate notification is required by §830.5(a) shall be filed only as requested by an authorized representative of the Board.

² Forms are available from the Board field offices (see footnote 1), from Board headquarters in Washington, DC, and from the Federal Aviation Administration Flight Standards District Offices.

(b) *Crewmember statement.* Each crewmember, if physically able at the time the report is submitted, shall attach a statement setting forth the facts, conditions, and circumstances relating to the accident or incident as they appear to him. If the crewmember is incapacitated, he shall submit the statement as soon as he is physically able.

(c) *Where to file the reports.* The operator of an aircraft shall file any report with the field office of the Board nearest the accident or incident.

[53 FR 36982, Sept. 23, 1988, as amended at 60 FR 40113, Aug. 7, 1995]