



Roles of Various Agencies during an Incident

The Columbus Regional Airport Authority will be the source of the following information when available, applicable and confirmed:

- Date, time and location of the incident
- Type of aircraft involved or at risk
- Airport property involved or at risk
- Airline(s)/aircraft operator(s) involved in the accident/incident
- Flight number
- Flight destination
- Flight origin
- Number of people aboard the aircraft
- General description of the incident and review of confirmed facts
- General status of the passengers
- Status of the aircraft
- Impact on airport operations
- Description of emergency efforts by Authority crews
- Information regarding assistance and support from other agencies
- Details on additional briefings

Note: At no time will the Authority speculate on the cause of an incident. All other information will be provided by a representative of the involved airline/aircraft operator and/or the appropriate agency.

The Aviation Disaster Family Assistance Act of 1996 spells out many legal requirements of various federal agencies, air carriers, the American Red Cross and others in the event of a major aviation incident. The below is a listing of the major roles of various agencies and the kind of information they will provide to the public/media. It's important to note these agencies often hold many other responsibilities during an aviation disaster, but these are the roles most critical for the CRAA Enterprise Communications Department to know.

[Columbus Regional Airport Authority \(CRAA\)](#)

CRAA has the responsibility to manage emergencies on airport property. Emergency management encompasses mitigation, preparedness, response and recovery. CRAA's fire, medical, operations and police crews will be the initial responders to the scene of an incident located on airport property. Mutual aid shall be provided by emergency responder units from surrounding communities when necessary.

Contact:

Kristen Easterday
Director, Communications & Public Affairs
614-239-5064

[Federal Aviation Administration \(FAA\)](#)

The FAA's Flight Standards District Office (FSDO) has the initial responsibility for responding to all aircraft accidents/incidents and determining the need for the National Transportation Safety Board (NTSB). FSDO will be in charge of the accident/incident investigation until a representative of the NTSB arrives on scene. The FAA will be the source of information for relevant communications between the air traffic control tower and the pilot of the aircraft involved in the incident.

Contact: 847-294-7849 or 847-294-7410 after hours

[National Transportation Safety Board \(NTSB\)](#)

The NTSB is the federal agency responsible for investigating aircraft incidents. The agency takes custody of the aircraft and its contents from the time the fire/rescue activities are concluded until a full investigation is completed.

Contact: 202-314-6100

[American Red Cross](#)

The American Red Cross has been designated by NTSB to serve as the functional leadership of family care during an aviation incident, including the establishment of a Family Assistance Center (FAC). The FAC is the focus of services for family members when they travel to the accident location. A FAC is designed to meet the immediate and short-term needs of family members.

Contact: Jordan Tetting
614-753-2103

Airline/Aircraft Operator

Passenger information, including a list of passengers and crew members, is the responsibility of the involved airline/aircraft operator. The airline is obligated to provide the manifest to the NTSB. The airline is under no further obligation to release the manifest, including no legal obligation to release the manifest to the media. Also, the carrier is under no other obligation to publically release a victim's name if family members request otherwise. Among other things, the airline/air carrier is also required to provide a public, toll-free telephone number to be used by those who believe a family member or friend was on a flight with an incident.

***Please visit the airline's website for updated contact information and social media feeds.**

[Federal Bureau of Investigation \(FBI\)](#)

The FBI has investigative jurisdiction in cases involving hijackings, airline sabotage, attempted sabotage and bomb threats. The FBI will have jurisdiction if a hijacking or hostage situation occurs aboard an aircraft that is considered to not be in flight.

Contact: 513-421-4310

[Transportation Security Administration \(TSA\)](#)

The TSA is responsible for all checkpoint screening and federally-regulated security operations at John Glenn Columbus International Airport and Rickenbacker International Airport. The TSA will have jurisdiction in the event of a hijacking or a hostage situation aboard an aircraft in flight, which includes an aircraft on the ground with the doors closed. The TSA may provide a support role in the investigation of an aircraft incident if terrorism or hijacking is suspected whether the aircraft is or is not in flight.

Contact: Mark Howell
941-556-3909

[Franklin County Coroner's Office](#)

The county Coroner's Office or a designated medical examiner has the legal responsibility to identify the victims of an aviation disaster and is legally responsible for determining cause and manner of death. At the request of the coroner's office, the NTSB can request the services of a Disaster Mortuary Operational Response Team (DMORT) to assist with these roles, including family management and identification of victims.

Contact: 614-462-5290