

JuniPogo LLC dba 70 North  
3705 Arctic Boulevard, Ste 480  
Anchorage, AK 99503

March 20, 2020

Dockets Management Facility  
Docket DOT-OST-1996-1960  
U.S. Department of Transportation  
1200 New Jersey Ave, SE  
Washington, DC 20590

To whom it may concern,

Please find attached a copy of the JuniPogo LLC dba 70 North Family Assistance Plan. This plan has been developed to address the needs of families of passengers and other victims involved in any aircraft accident involving an aircraft of JuniPogo LLC dba 70 North and resulting in any loss of life.

If you have any questions regarding this submission, please contact the undersigned at [operations@seventynorth.com](mailto:operations@seventynorth.com).

Sincerely,



Michael McCrary  
Director of Operations  
JuniPogo LLC dba 70 North

# **JUNIPOGO LLC dba 70 NORTH**

## **FAMILY ASSISTANCE PLAN**

### **INTRODUCTION**

The JuniPogo LLC dba 70 North Family Assistance Plan has been written to comply with the Aviation Disaster Family Assistance Act of 1996, as amended (49 U.S.C. 1136 and 41113). The content and filing requirements listed here are mandated by Title VII, section 703, of the Federal Aviation Reauthorization Act of 1996 (Public Law 101-624).

The purpose of the JuniPogo LLC dba 70 North Family Assistance Plan is to ensure that in the event of a major accident, the air carrier is prepared to act in the best interests of survivors, survivor families and/or victim families with dignity and respect; and to respect the cultural and religious backgrounds of survivors, survivors' families and victims' families.

This plan is part of a larger effort, which includes the National Transportation Safety Board (NTSB), other governmental entities and other designated organizations, to assist survivors and families in the event of an aviation disaster within the United States or U.S. territories.

JuniPogo LLC dba 70 North (also referred to herein as the "air carrier") recognizes that in the event of an accident or an operational incident, no person, including a state or political subdivision, may impede the ability of the NTSB, its director of family support services, or its designated representatives, to carry out its responsibilities under applicable law.

JuniPogo LLC dba 70 North supports ongoing industry efforts to ensure that survivors and families receive prompt and effective assistance following aviation disasters.

JuniPogo LLC dba 70 North has developed detailed policies and procedures for accident emergency operations, including immediate notification of the NTSB. The following assurances will be fulfilled together with the emergency procedures published in Company manuals.

### **ASSURANCES**

In the event of an accident, JuniPogo LLC dba 70 North will:

#### **1. Toll Free Number**

Publicize a reliable toll-free telephone number with sufficient capacity, reserved exclusively for use in support of this plan.

## **ASSURANCES (Continued)**

### **2. Notification of Families of Passengers**

- a. Provide timely notification to the families of passengers. The notification will be made:
  - i. Before providing any public notice of the names of the passengers.
  - ii. By utilizing the services of the American Red Cross and the Alaska State Troopers or other organizations designated under 49 U.S.C. 1136(a)(2) or the services of other suitably trained individuals.
  - iii. As soon as the air carrier has verified that the passenger was aboard the aircraft, whether or not the names of all of the passengers have been verified.
  - iv. In person, to the extent practicable.
  - v. In private, away from media or public view.
- b. Access to a telephone or other appropriate communications facilities will be provided to all family members upon notification.
- c. Upon request of the family of a passenger, inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved, whether or not the name of the passenger has been verified.

### **3. Passenger Manifest**

Provide immediately upon request a list, which is based on the best available information at the time of the request, of the names of the passengers aboard the aircraft (whether or not such names have been verified) to the director of family support services (NTSB Transportation Disaster Assistance Division) designated for the accident under 49 U.S.C. 1136(a)(1) and to the American Red Cross or other organization designated for the accident under 49 U.S.C. 1136(a)(2). The air carrier will periodically update the list, and will annotate each copy so it can be distinguished from previous copies.

### **4. Human Remains and Personal Effects**

- a. Consult with the family of each passenger regarding the disposition of all remains and personal effects of the passenger within the control of the air carrier.
- b. If requested by the family of a passenger, return any possession of the passenger within the control of the air carrier unless the possession is needed for the accident investigation or any criminal investigation.
- c. Retain unclaimed possessions, within the control of the air carrier, for at least 18 months.

## **ASSURANCES (Continued)**

### **5. Monument**

Consult the family of each passenger about construction by the air carrier of any monument to the passengers, including any inscription on the monument.

### **6. Treatment of Families**

Ensure the treatment of families of nonrevenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.

### **7. Services and Assistance**

- a. Work with the American Red Cross, or other organization designated under 49 U.S.C. 1136(a)(2), on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.
- b. Provide reasonable compensation to the American Red Cross, or other organization designated under 49 U.S.C. 1136(a)(2), for services provided by the organization.

### **8. Family Access to Accident Location**

Provide assistance to the families of passengers in traveling to the location of the accident and provide physical care of the family while the family is staying at such location.

### **9. Committing Resources**

Commit sufficient resources to carry out this Family Assistance Plan.

### **10. Training**

Provide adequate training to air carrier employees to meet needs of survivors and family members following an accident.

### **11. Accident Outside of the United States**

Consult with the NTSB and the U.S. Department of State on the provision of assistance in the event the air carrier volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving any loss of life.

**ASSURANCES** (Continued)

**12. Notification to Property Owners**

- a. Ensure that, in the case of an accident that results in any damage to a manmade structure or other property on the ground that is not government-owned, prompt notice in writing, to the extent practicable, is provided directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.
- b. At a minimum, the notification will advise the property owner:
  - i. To contact the insurer of the property as the authoritative source for information about coverage and compensation;
  - ii. To not rely on unofficial information offered by the air carrier representatives about compensation by the air carrier for accident-site property damage; and
  - iii. To obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

**13. Electronic Transmission of Public Hearing**

Ensure that, in the event the NTSB conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, the proceeding is made available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the accident flight, if that city is located in the United States.