



22 May 2020

RE: Docket OST-96-1960

Dockets-Dockets OST 96-1960
U.S. Department of Transportation
400 Seventh Street SW
Room PL 401
Washington, DC 20590

Ms. Kimberly Frierson
Office of Transportation Disaster Assistance
National Transportation Safety Board
490 L'Enfant Plaza East, SW
Washington, DC 20594

This letter is submitted in compliance with the legislation (49 USC § 41113) requiring the submission of a Family Assistance Plan.

Attached is the SkyWest Airlines plan.

Sincerely,

A handwritten signature in blue ink, appearing to be "LP", written over a light blue horizontal line.

Logan Phipps
Managing Director Safety
SkyWest Airlines

SkyWest Airlines FAMILY ASSISTANCE PLAN MAY 2020

This Family Assistance Plan is submitted in compliance with 49 USC § 41113. In this plan, SkyWest Airlines uses the organized procedures that have been put into place to best meet the needs of customers and families.

SkyWest Airlines plan to assist those affected by an aviation disaster is part of a larger organized effort, which includes the National Transportation Safety Board and many other government agencies to provide the highest level of support to survivors and family members.

1. After an aviation disaster involving a SkyWest Airlines aircraft, SkyWest Airlines will publicize a reliable, toll-free telephone number, and will provide staff to handle calls from the families of the passengers. SkyWest Airlines has contracted with Alaska Airlines, American Airlines, Delta Air Lines and United Airlines (our Major Partner Airlines) to provide services in support of Call Center requirements.
 - a) SkyWest Airlines will immediately notify our Major Partner Airline(s) when an accident has occurred.
 - b) The Major Partner Airline will activate and staff a toll-free telephone number (which has been reserved and is ready for activation) that has been designated specifically for public inquiries regarding the accident.
 - c) Upon activation, the Major Partner Airline will (if applicable) advise SkyWest Airlines the toll-free number has been activated and is ready for publication to the media.
 - d) As needed, SkyWest Airlines has contracted with a family assistance vendor to provide a call center.
2. SkyWest Airlines and/or our Major Partner Airline will notify the families of the passengers prior to any public notice of the names of the passengers, either by utilizing the services of the organization designated for the accident under 49 U.S.C. Section 1136(a)(2) or the services of other suitably trained individuals. SkyWest Airlines has contracted with the above mentioned airlines or external vendor to provide services in support of notification requirements.
 - a) As each name on the manifest is verified, the passenger's name will be assigned to a trained team member who is responsible for notifying the family.

3. SkyWest Airlines, our Major Partner Airline and/or contracted vendor will provide notification to the family of a passenger as soon as it has been verified that the passenger was aboard the aircraft (whether or not the names of all the passengers have been verified) and to the extent practicable in person.
4. SkyWest Airlines and/or our Major Partner Airline will provide to the Office of Transportation Disaster Assistance designated for the accident under 49 U.S.C. Section 1136(a)(1) and to the organization designated for the accident under 49 U.S.C. Section 1136(a)(2), 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), and will periodically update the list. This list will also be marked "Not for Public Release."
5. SkyWest Airlines will consult with the family of each passenger regarding the disposition of all remains and personal effects of the passenger within the control of SkyWest Airlines.
6. When requested by the family of a passenger, SkyWest Airlines will return any possession of the passenger within the control of SkyWest Airlines to the family, unless the possession is needed for the accident investigation or any criminal investigation.
7. SkyWest Airlines will retain any unclaimed possession of a passenger, within the control of SkyWest Airlines, for at least 18 months.
8. SkyWest Airlines will consult with the family of each passenger about construction by SkyWest Airlines of any monument to the passengers, including any inscription on the monument.
9. The treatment of families of non-revenue passengers (and any other victim of the accident, including any victim on the ground) will be the same as the treatment of the families of revenue passengers.
10. SkyWest Airlines will work with any organization designated under 49 U.S.C. Section 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of services and assistance following an accident.
11. SkyWest Airlines will provide reasonable compensation to any organization designated under 49 U.S.C. Section 1136(a)(2) for services provided to or on behalf of SkyWest Airlines by that organization.
12. SkyWest Airlines and/or our Major Partner Airline will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

13. SkyWest Airlines and our Major Partner Airline (as applicable) will commit sufficient resources to carry out our Family Assistance Plan.
14. Upon request of the family of a passenger, SkyWest Airlines and/or our Major Partner Airline will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.
15. SkyWest Airlines will provide adequate training to the employees and agents of SkyWest Airlines to meet the needs of survivors and family members following an accident. SkyWest Airlines has agreements in place with our Major Partner Airlines (as applicable) to provide the bulk of our Family Assistance Plan.
16. In the event that SkyWest Airlines and/or our Major Partner Airline(s) volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving major loss of life, SkyWest Airlines will consult with the National Transportation Safety Board and the Department of State on the provision of the assistance.
17. In the event that SkyWest Airlines is involved in an accident that results in any damage to a man-made structure or other property on the ground that is not government-owned, SkyWest Airlines will promptly provide notice, in writing to the extent practicable directly to the owner of the structure or other property about liability for any property damage and the means for obtaining compensation.
 - a) The written notice shall advise an owner to:
 - (1) Contact the insurer of the property as the authoritative source for information about coverage and compensation
 - (2) Not rely on unofficial information offered by SkyWest Airlines representatives about compensation by the SkyWest Airlines for accident site property damage
 - (3) 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.
18. In the case of an accident involving SkyWest Airlines in which the NTSB conducts a public hearing or comparable proceeding at a location greater than 80 miles from the accident site, SkyWest Airlines and/or our Major Partner Airline (as applicable) will ensure that proceedings will be available simultaneously by electronic means at a location open to the public at both the origin city and destination city of the SkyWest Airlines flight if that city is located in the United States.