March 11, 2004

Dockets – Dockets OST 96-1960
U.S. Department of Transportation
400 Seventh Street, S.W., Room PL 401
Washington, D.C. 20590

SUBJECT: AMENDED FAMILY ASSISTANCE PLAN

Please find attached our amended plan to address the needs of families of passengers involved in aircraft accidents. This submission of an amended plan responds to the U.S. Department of Transportation notice published January 20, 2004 regarding the requirements of the “Vision 100- Century of Aviation Reauthorization Act” wherein certain additional assurances are required to be included in Air Carrier Plans.

Additionally, please be advised that our operations staff may be reached 24 hours at:

If there are any questions, please feel free to contact me directly at

Sincerely,

John R. Nadolny
Senior Vice President

Attachment
FAMILY ASSISTANCE PLAN

(Rev. March 2004)

I. PREAMBLE.

The purpose of the Boston-Maine Airways Corp. ("Company") Family Assistance Plan is to establish an organized plan for responding to aircraft accidents and for taking action in response thereto which is in the best interests of survivors and victims' families, to treat those survivors and families with dignity; and to respect the cultural and religious backgrounds of those survivors and families.

This document is part of a larger effort, which includes the National Transportation Safety Board and other governmental agencies, to assist survivors and families in the event of an aviation disaster.

II. PRE-RESPONSE PLANNING.


B. Company will identify sufficient resources to respond to likely needs of survivors and families. This may include the retention of professional contract service providers to address certain aspects of this plan. In the event of an airline disaster involving Company, the following personnel duties and responsibilities have been outlined and incorporated by Company in its response plan:

FIRST TO THE SCENE: The first Company employee to arrive at the scene of the accident will assume control of the accident scene until relieved by the Response Team (the "Go Team").

RESPONSE TEAM: The GO Team designated to handle specific duties including on scene assistance with rescue, fire fighting, survivor assistance and protection of Company interests at the scene of the accident, as well as accident investigation, security, rescue and recovery.
AIRLINE HEADQUARTERS TEAM: Specific duties are to direct all Company activities between the accident scene team, public relations, press, passenger affairs coordinator, maintenance and other headquarters offices. In addition, to provide notification to the Company's insurers and to assist in the procurement of emergency equipment.

TERMINAL TEAM(S): Responsible for providing assistance to passengers and/or relatives and friends of passengers at Company terminal locations, for continuing essential operations with respect to other Company flights, and providing support services to the Director - Accident Investigation and the Director - Response Team.

C. Company has prepared and keeps current a list of personnel with survivor and family assistance responsibilities.

D. Company will ensure that personnel will be organized and trained to assist survivors and families.

1. Company has developed training programs based upon the employee's responsibility and the observations set forth below.

2. Company recognizes that:

   a. Personnel who are in public-contact positions need to know how to respond to inquiries and facilitate responses to same; and

   b. Families may seek assistance from the Company at airports that are neither the origin nor the destination of the flight.

E. Company will hold simulations of the plan annually.

F. Company will coordinate with federal, state and local authorities that have emergency responsibilities. It is the primary responsibility of the Director of Accident Investigation/Emergency Response Manager (Vice President of Operations, or, in his absence, the Director of Operations) to coordinate all activities with Company headquarters, as well as the NTSB, FAA and all other relevant state and local authorities, in accordance with the provisions of Company's Emergency Procedures Manual.

G. Company will coordinate activities with or through other airlines as desired, needed or requested.

H. Company has made arrangements for the immediate availability of several toll-free telephone numbers, which will be activated on a 24-hour a day basis as part of the response plan. These numbers will be made known to appropriate federal,
state and local agencies, and to the public via release for radio and television broadcast at the time of activation.

I. In view of the extremely sensitive nature of the circumstances under which this plan will be put into effect, Company will utilize all reasonable efforts to control the unauthorized release of information. It is the policy of Company that no information of any kind will be released to anyone without the expressed consent of the Company's President or his designated representative.

III. PASSENGER MANIFEST RECONCILIATION AND NOTIFICATION.

A. Immediately after an accident, Company will begin the process of determining which passengers actually boarded the flight. The Family Assistance Coordinator will be responsible for this process, which will include identification of the following:

   1. Passengers with reservations.
   2. Standby passengers.
   3. Non revenue passengers.
   4. Rerouted passengers.
   5. Any other person aboard the aircraft.

B. Initial lists will be marked "Preliminary and Unconfirmed". Lists will be updated periodically as information becomes available and confirmed.

C. Upon request of the NTSB, Company will release to the NTSB's family support services director a passenger list that reflects the best information available to Company at the time of the request.

D. Upon request of the family of a passenger, Company will inform the family of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved in the accident.

E. Company will provide adequate training to the employees and agents of the Company to meet the needs of survivors and family members following an accident. Company response team members will be trained in the necessary skills to identify and respond to the critical issues of confidentiality and sensitivity of information, and to the release of that information, including periodic updates, only at the appropriate times, to the appropriate authorities and with the appropriate authorization.

F. If one or more foreign nationals are aboard the subject flight, the Company will provide a list of their names to the Department of State.
G. In the event that the Company volunteers assistance to United States citizens within the United States with respect to an aircraft accident outside the United States involving a major loss of life, the Company will consult with the NTSB and the Department of State on the provision of assistance.

H. Notification of the families of passengers will take place as soon as accurate information becomes available, and prior to the release of names to the public. If the next-of-kin requests that a passenger's name not be made public, the Company will honor that request to the extent possible consistent with the requirements that said passenger's name be disclosed to the NTSB or other relevant agencies.

I. In the event of an accident that involves significant ground damage to non-governmental property, the Company will notify the owner of the property in writing about liability for any property damage and the means for obtaining compensation. This notification will include advising the property owner: (1) to contact the property owner's insurer for information about coverage and compensation; (2) not to rely on unofficial information from the Company's representative about compensation; and (3) to obtain photographic or other detailed evidence about property damage as soon as practicable.

J. In the event that the NTSB conducts a public accident hearing or comparable proceeding at a location that is more than 80 miles from the accident site, the Company will ensure that the hearing will be available simultaneously by electronic means at a location open to the public at both the origin city and the destination city of the Company's flight, if that city is located in the United States.

IV. PASSENGER IDENTIFICATION.

Company acknowledges that the Medical Examiner or similarly empowered individual is responsible for positive identification of fatalities. The Medical Examiner will coordinate with the disaster mortuary team director to provide official notification of death to the family. It is also recognized that the hospital is responsible for status updates regarding the condition of injured passengers and that either the hospital or Company, on advice of the hospital, will advise families.

V. FAMILY ACCESS TO THE ACCIDENT SITE.

A. Company acknowledges that the NTSB has accident site jurisdiction.

B. Within the limitations established by authorities, Company will respond to family requests for access to the accident site. It is recognized that access to the accident
site may be limited by terrain, biohazard and/or hazardous materials concerns, security measures, or other unforeseen conditions.

1. A designated Company response team member will personally advise a member of the immediate family as to the arrangements and services which Company will provide.

2. If and when members of the immediate family state their desire to go to the accident location, Company will make the necessary arrangements, including, but not necessarily limited to, providing round trip air or ground transportation as appropriate.

3. Company will designate "family escorts" to the families of victims. The "family escort" will be responsible for the needs/requests of family members who elect to visit the accident site.

4. Company will maintain daily contact with families who elect not to travel to the accident site.

5. Company assures that families of crew members, non-revenue passengers, and any other victim of the accident will receive the same treatment as families of revenue passengers.

6. Company will make provisions for a joint family support operations center to include space, communications and logistical support for federal staff. In addition, to the extent possible, the Company will secure a suitable facility to protect families from intrusions by media and unwelcome solicitors.

7. Company will assist family members as they depart the accident site and will thereafter maintain contact until Company determines that such contact is no longer appropriate.

VI. HUMAN REMAINS, PERSONAL EFFECTS AND MONUMENTS.

A. Company recognizes that the Medical Examiner or similarly empowered individual is responsible for the disposition of identifiable and unidentifiable human remains, and that the authorities should return identifiable personal effects to the victims' families rather than the Company becoming the custodian of said effects. The authorities should also determine the disposition of unidentifiable personal effects as well. However, should the personal effects of victims come into the possession of Company, Company will:

1. Attempt first to deliver said effects to the authorities for disposition.
2. Consult with each family about the disposition of any effects which remain in the Company's control.

3. Upon request, return to the family any effects which remain in the Company's control.

4. Retain for eighteen (18) months any unclaimed effects which remain in the Company's control.

B. Company will consult with the families prior to the construction by the Company of any monument, including the inscription thereon, if one is proposed to be built. The construction of a monument is not a requirement under any applicable regulations.

VII. RELATIONSHIP WITH DESIGNATED INDEPENDENT ORGANIZATION.

A. Company will arrange to work on an ongoing basis with the independent non-profit organization which the NTSB designates under 49 U.S.C. Sec. 1136(a)(2) to provide mental health and counseling services to families.

B. Company will negotiate a procedure to pay reasonable compensation to the NTSB-designated independent non-profit organization as required by 49 U.S.C. Sec. 41113(b)(11) upon commencement of the services. The designated organization shall consult with the Company as costs are incurred and shall provide an itemized listing of expenses and services rendered.

VIII. OPERATIONAL EMERGENCY CONTACT NUMBER.

Boston-Maine Airways Corp.
14 Aviation Avenue
Portsmouth, NH 03801

Manager on Duty - Flight Operations Control

IX. FAMILY ASSISTANCE PLAN TRAINING PROGRAM.

Company and/or its contract service provider(s) shall conduct annual training for all members of the Family Assistance Plan team, to include those in direct telephone contact with survivors and family members of victims, those in direct
personal contact with survivors and family members of victims, and reservations and ticket counter personnel who will be responding to public inquiries. An annual simulation exercise shall also be conducted.

Initial and recurrent training will consist of eight (8) hours of training on the following:

A. Review of Crisis Team Responsibilities.

B. The Unique Nature of Aviation Disasters.

C. Crisis Communication Skills.