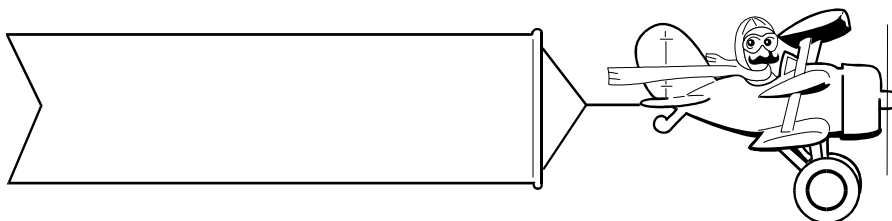


AVIATION INCIDENT/ACCIDENT RESPONSE GUIDE



Reviewed by:

Date:

JANUARY 22, 2002

AIRCRAFT ACCIDENT/INCIDENT GENERAL INFORMATION

It is important that you take a few minutes to become familiar with this guide.

This guide establishes the actions to take in the event of an aircraft incident, accident, or search and rescue. The intent is for this guide to be reviewed and revised to fit the needs of the local user. The scope of this guide outlines the basic procedures necessary to activate all emergency, crash, search, rescue, and associated support services as rapidly and orderly as possible. **Only after local updating will this guide satisfy the needs of a thorough plan of action.** It is recommended that this guide be updated annually.

This guide has four major categories:

- **Missing Aircraft**
- **Overdue Aircraft**
- **Aircraft Accident - Aircraft Within Crash/Fire/Rescue Airport's Response Area.**
- **Aircraft Accident - Aircraft Away From Crash/Fire/Rescue Equipped Airport.**

Each category lists priorities and actions to follow.

Additional information is provided in the appendices to assist in the planning and execution phases of Crash, Search, and Rescue.

PLAN * ACT * INFORM * COORDINATE * LOCATE * RECOVER * SECURE * RECORD

Someone's Life May Depend on Your Actions

SIX THOUGHTS

Thoughts to consider in any aviation operation:

1. You are now in charge of a sacred trust, the safety of human lives.
2. You must not let undue pressure (expressed or implied) influence your judgment during the performance of this sacred trust.
3. You must be able to develop a team in which members must participate and contribute to the safety of the operation.
4. You must delete "false pride," "calculated risk," "real world," and "good enough for Government work" from your professional vocabulary.
5. You will not be criticized or stigmatized for any decision you make which will ensure added safety to an operation.
6. You must not let your actions instill the attitude of competition between pilots. This attitude may hinder their performance and may compromise the safety of the mission.

AVIATION ACCIDENT/INCIDENT GENERAL INFORMATION

OVERDUE AIRCRAFT

An aircraft normally will be initially considered “overdue” when it has not completed a required check-in by radio or telephone within the time frame specified in the flight following request. This time frame may be an elapsed period of time such as “every 15 minutes” for reconnaissance flights or may be Estimated Time of Arrival at a destination or reporting point. Dispatchers or persons responsible for Flight Following are responsible for initiating actions and documenting all actions, contacts, conversations, and times, as specified by this guide. Remember, it is also important to notify all parties of any changes in status including locating the aircraft.

If overdue aircraft is located at its destination or with only communications problems preventing contact, cancel with all parties previously notified. If the overdue aircraft is not located before anticipated, fuel exhaustion or (better yet) at another time designated by the agency, declare the aircraft missing and proceed with the search and rescue (SAR) phase (see Missing Aircraft checklist).

Action Initiated And Time	Date/Time Accomplished by:	Contact Action	Commercial	24-Hour Number
Immediately at overdue time		Attempt radio contact via (direct or relay) or through telephone calls.		
15 minutes or as designated by agency		Continue attempts within agency (originating/destination airport, agency/location, etc.).		
30 minutes or as designated by agency		Contact vendor base for possible contact.		
		Call FAA Flight Service Station, giving flight information and request specific action desired: communication check, ramp checks, ELT reports (from SRSAT and/or known aircraft in area). <u>SPECIFICALLY STATE THAT SAR PROCEDURES ARE NOT REQUESTED AT THIS TIME.</u>		
1 hour or when known fuel duration is exceeded.		Notify local agency aviation manager or next level aviation manager to determine if missing aircraft procedures should be activated.		

IF AIRCRAFT IS LOCATED AND HAS NOT EXPERIENCED A MISHAP, **CANCEL ANY SEARCH/RESCUE PROCEDURES THAT HAVE BEEN INITIATED**, AND COMPLETE SAFECOM.
IF AIRCRAFT IS DETERMINED TO BE MISSING, GO TO MISSING AIRCRAFT SECTION.

**OVERDUE AIRCRAFT
MISSING AIRCRAFT**

An aircraft is officially missing when its fuel duration, as reported on its request for flight following or as reported on its FAA Flight Plan, has been exceeded and the aircraft's location is not known. Agencies have the option of instituting missing aircraft procedures at any time prior to fuel exhaustion time.

The Missing Aircraft designation requires that all the items on the following checklist are completed and available for reference purposes when conducting this phase. Documentation of all actions, contacts, conversations, and time is an absolute necessity during the missing aircraft phase.

The Missing Aircraft phase cannot be conducted solely in-house by the agency. The National Search and Rescue (SAR) Plan requires coordination with SAR agencies.

Although one or two items in the sequence may be unknown at the time START THE ACTION. Keep an accurate written log and fill in the blanks as best you can.

As much as possible obtain the following information on the missing aircraft:
CAUTION: Do not announce over the radio the names of individuals involved in missing aircraft.
1. Name of pilot(s):
2. Name of passenger(s). How many?
3. Aircraft registration number "N" -
4. Type of aircraft -
5. Color of aircraft -
6. Type of mission -
7. Last known location, time, latitude, and longitude.
8. Point of takeoff and time.
9. Destination and ETA.
10. Was flight plan filed with FAA or Agency?
11. Fuel duration in hours and minutes.

(continue next page)

MISSING AIRCRAFT

MISSING AIRCRAFT

Date/Time of	Action	Telephone
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Contact		
	The FAA Flight Service Station (FSS) is the entry agency into the National SAR system. Pass all missing aircraft data to the FSS. The FSS will notify the Air Force Rescue Coordination Center (AFRCC) who, in turn, will coordinate with the proper state (Aeronautics or Emergency Services) or County (Sheriff or Emergency Services) as appropriate under the National SAR Plan.	
	After initial coordination, and if Agency aircraft are available, request a AFRCC assigned search number, search radio frequency, and approval to conduct a route search, or a grid search (specific area(s)). If Agency aircraft are not available, request an aerial search by the responsible SAR agency.	
	Continue coordination in-house and with other SAR agencies. Searches for missing aircraft may be short for local flights or may extend over several states and continue for several days for an aircraft missing on a cross country flight. The documentation (recording) of all actions and activities is mandatory.	

When the aircraft is located and has experienced a mishap, assure that all participating agencies are informed, then proceed immediately into the recovery phase. See Aircraft Accident procedures.

Note: Aerial search missions are potentially hazardous. Search aircraft must stay within their assigned and coordinated search area. A common search radio frequency is mandatory. The search aircraft making the “find” is further exposed to hazards due to excitement and desire to help. Brief on (1) the danger of crashing at the crash site and (2) when the find is announced on the search frequency, all search aircraft clear the area unless specifically requested to participate in the rescue phase.

(continue next page)

MISSING AIRCRAFT

MISSING AIRCRAFT

The following SHALL be notified. This is normally done by the local aviation manager or designee. (The local unit should modify this page to meet their needs).

DATE/TIME NOTIFIED	ACTION	COMMERCIAL	HOME
	Local Line Officer (Name)		
	Regional /State/Area Aviation Officer		
	Regional /State/Area Aviation Safety Manager		
	Zone Dispatch Center		
	Geographic Coordination Center		
	Local Personnel Officer (as appropriate)		
	Public Information Officer		
	To start local Search and Rescue Operations contact:		
	Local Law Enforcement Officials (County Sheriff, State Police, etc.) . They will notify local search rescue unit if needed and.....(include "local" contacts below)		
	Fill out form SAFECOM, Aircraft Initial Report		

MISSING AIRCRAFT

AIRCRAFT ACCIDENT - AWAY FROM CRASH/FIRE/RESCUE EQUIPPED AIRPORT

Aircraft accident notification may be the result of a search effort for a missing aircraft or may be an initial report from a person or persons observing the mishap occurring or locating a yet unreported missing aircraft.

The initial action, by the observer(s) of the mishap, should be reporting the mishap location. The dispatch office or other agency designated office then becomes the action office for response, rescue, and notification.

The action office needs all the information immediately obtainable as to injured and/or deceased persons to request adequate ambulance and life support equipment. The absences of this information should not delay initiating life saving actions. Early establishment of communications with the mishap site is critical.

Documentation of all actions, activities, contacts, conversations, aircraft and personnel dispositions, and times are mandatory.

Date/Time Notified	Action	Telephone
	Notification received by designated action office.	
	Contact pre-designated rescue units: Agency (Helicopter, Rappellers, Smokejumpers, etc.) Cooperators (Military, Local Law Enforcement, etc.)	
	Air Ambulance	
	Ground Ambulance (if applicable)	
	County Sheriff/State Police, etc.	
	County Coroner	
	Notify agency staff for district, state, and/or area - see Aircraft Accident Notification Checklist.	
	Notify FAA Flight Service Station to preclude search and/or rescue missions by others (example: ELT, if activated, will cause the National SAR Plan to be activated).	
	Arrange for security at the mishap site. See "PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM."	
	Obtain a FAR 91.137, temporary flight restriction, if needed.	
	Assign radio frequency as needed.	

Other agency follow-up actions may include deactivating the ELT (most positive method is battery removal) and notifying FSS of the deactivation.

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AIRCRAFT ACCIDENT - AWAY FROM CRASH/FIRE/RESCUE EQUIPPED AIRPORT

AIRCRAFT ACCIDENT - AWAY FROM CRASH/FIRE/RESCUE EQUIPPED AIRPORT

Although one or two items in the sequence may be unknown at the time **START THE ACTION**. Keep an accurate written log and fill in the blanks as best you can.

As much as possible obtain the following information on the accident aircraft.
1. Name of pilot(s):
2. Name of passenger(s). How many?
3. Aircraft registration number "N":
4. Type of aircraft.
5. Color of aircraft.
6. Type of mission.
7. Location of accident. Give latitude and longitude, if known.
a. Locate on local agency map.
b. Locate on aviation sectional chart. Plot radials from at least two VOR Stations. Obtain latitude and longitude location.
8. Date and time of accident.
9. Injuries or fatalities, if known. If information is given via radio, the names of deceased and/or seriously injured will not be stated . Express need for coroner if there are fatalities.
10. Name, address, telephone number of person reporting accident.
11. Assistance at or on way to accident site.
12. Nearest airport to accident site.

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AIRCRAFT ACCIDENT - AWAY FROM CRASH/FIRE/RESCUE EQUIPPED AIRPORT

AIRCRAFT ACCIDENT NOTIFICATION CHECKLIST

Local aviation manager or designee **shall notify** the following as appropriate to their specific agency: This is normally done by the local aviation manager or designee. (The local unit should modify this page to meet their needs).

DATE/TIME NOTIFIED	ACTION	COMMERCIAL	HOME
	Local aviation manager (District Aviation Manager, Forest Aviation Officer, etc.).		
	Local Line Manager/Officer		
	Local County Sheriff's Office if they have not already been notified.		
	DOI/USDA-FS 24 hour Aircraft Accident Reporting Hot Line.	1-888-464-7427	
	Regional /State/Area Aviation Officer/Manager		
	Regional /State/Area Aviation Safety Officer/Manager		
	Geographic Area Coordination Center and/or Zone Coordination Center		
	Local Personnel Officer		
	Local Public Information Officer		
	Ensure SAFECOM (FS) or Initial Report of Aircraft Mishap OAS-77 data form (DOI) have been completed.		

AIRCRAFT ACCIDENT NOTIFICATION CHECKLIST

AIRCRAFT ACCIDENT - WITHIN CRASH/FIRE/RESCUE AIRPORT'S RESPONSE AREA

The planning for a mishap within the crash/fire/rescue (CFR) response area associated with an airport with established crash/fire/rescue procedures must include obtaining and posting the subject airport's (1) CFR plan, (2) emergency alarm/notification procedure and (3) the crash/rescue grid map of the response area. Note: The CFR plan and response area map are available from Airport Manager.

The local CFR plan becomes primary in the initial rescue effort, with the agency being secondary. Do not interfere with the established plan or, through lack of knowledge, duplicate efforts that lead to confusion and delays in life saving efforts.

Coordinate assumption of control of the mishap site (or removal of the mishap aircraft) with the CFR Agency, the FAA, and the local law enforcement.

Documentation of all actions, activities, contacts, conversations, aircraft and personnel dispositions, and times is mandatory.

Date/Time Notified	Action	Telephone
	Activate CFR plan immediately	
	Participate in CFR plan as requested by CFR plan agency	
	Notify agency staff for district, state, and/or area. See contacts and telephone numbers in previous section: Aircraft Accident - Away From Crash/Fire/Rescue Equipped Airport	
	Contact Regional /State/Area Aviation Manager/Officer or Aviation Safety Manager/Officer and complete SAFECOM (FS) or OAS-77 Form (DOI).	
	Arrange for security at the mishap site. See "PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM."	

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AIRCRAFT ACCIDENT- WITHIN CRASH/FIRE/RESCUE AIRPORT'S RESPONSE AREA

AIRCRAFT ACCIDENT - WITHIN CRASH/FIRE/RESCUE AIRPORT'S RESPONSE AREA

Although one or two items in the sequence may be unknown at the time START THE ACTION. Keep an accurate written log and fill in the blanks as best you can.

As much as possible obtain the following information for the accident aircraft:
1. Activate Airfield/Helibase Crash Rescue.
2. Perform Rescue and Emergency Assistance.
3. Name of pilot(s):
4. Name of passenger(s). How many?
5. Aircraft registration number "N":
6. Type of aircraft.
7. Color of aircraft.
8. Type of mission.
9. Location of accident/name of airport. Give latitude and longitude, if known.
10. Date and time of accident.
11. Injuries or fatalities, if known. If information is given via radio, the names of deceased and/or seriously injured will not be stated. Express need for coroner if there are fatalities.
12. Name, address, telephone number of person reporting accident.
13. Assistance at or on way to accident site.

*Notify Local Dispatch and continue with notifications as presented in **AIRCRAFT ACCIDENT - AWAY FROM CRASH/FIRE/RESCUE EQUIPPED AIRPORT**

AIRCRAFT ACCIDENT- WITHIN CRASH/FIRE/RESCUE AIRPORT'S RESPONSE AREA

INITIAL ACTION CHECKLIST INSTRUCTIONS TO RESCUE PERSONNEL

ASSESS THE RISK – FIRE, FUEL, HAZARDOUS MATERIALS –

1. Assist Survivors: Administer first aid to injured and transport as soon as possible.
2. If there is any danger of a fire, move survivors a safe distance away. Establish a “NO SMOKING” rule; fire and explosion are a real danger with residual fuel and hot metals.
3. Conduct thorough search of the accident site and surrounding area for additional survivors.
4. Establish communications with Unit Dispatcher and/or rescue personnel and with the Accident Scene Officer-in-Charge (see “Preparing for the Arrival of the Investigation Team”). Inform appropriate personnel (dispatcher/law enforcement officer) if there is a need for a coroner. The coroner will give instructions for removal and transportation of bodies. Notify appropriate personnel (dispatcher/law enforcement officer) of best method of transporting injured personnel:
 - a. Ambulance helicopter
 - b. Ambulance fixed-wing
 - c. Ground ambulance
5. Secure and preserve the accident site:
 - a. Flag or rope off the accident site area (Note: Accident site may extend a significant distance from the aircraft). Do not disturb accident site except for life-saving purposes (e.g. extraction of personnel).
 - b. Request law enforcement (agency and/or local). Allow only authorized personnel on the accident site. Keep bystanders and unauthorized personnel away from the accident site until arrival of law enforcement. Aircraft may be released only by the Contracting Officer. After an accident, the aircraft is no longer the vendor’s property until released by the CO.
 - c. If no road access or emergency medical service (EMS) helicopter has been requested, prepare helispot. Assign most-qualified personnel to manage.
6. Identify all witnesses:
 - a. Name
 - b. Address
 - c. Telephone Number
 - d. Record on tape or have witness write down preliminary statement.
7. Keep a record of all the actions completed and give to the accident investigation team.

INITIAL ACTION CHECKLIST INSTRUCTIONS TO RESCUE PERSONNEL

PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

This is a checklist of some tasks, which both the Line Manager and Aviation Manager can use to take charge of the accident scene and prepare for the arrival of a trained aircraft accident investigator and/or the aircraft accident investigation team. Some items may not be applicable and others may need to be added, depending on the circumstances of the accident. This list was developed with the objective of providing a place to start during upsetting times.

A. General. The local Line Manager should establish an Officer-in-Charge of Search/Rescue. The first agency employee to arrive at the scene of the accident will be responsible for crash site protection until relieved by Accident Scene Officer-in-Charge or by the appointed accident investigation team. Accident scene protection by the Line Manager can last from a few hours to several days, depending upon location, accessibility, etc. The time will depend on which level of the organization will take jurisdiction, what intermediate actions are taken and how long it will take the investigation team to travel to the site, assemble, organize, and take charge.

B. Off-Scene Responsibilities. The Officer-in-Charge will ensure the following off-scene tasks are accomplished:

1. Procedures in this Aircraft Crash, Search, and Rescue Guide are followed; emergency notifications made promptly.
2. Determine accident scene land ownership. If the accident site is determined to be on Private or State Lands, ensure that notification is made to the appropriate parties.
3. Inform receptionists and others who may answer the telephone to pay particular attention to anyone calling in who may have witness information. The investigation team will want to contact those persons, so they will need names and telephone numbers for later contact.
4. Prepare a list of names, telephone numbers, addresses, etc., of all known witnesses at or near the accident scene.
5. Obtain all available weather data for the area. Order additional weather information to be taken at weather stations in the area, and be prepared to do it again 24 hours later. The information may be needed to compare with weather readings at the accident scene to estimate the weather at the time and place of the accident.
6. Determine when and where the aircraft was last fueled, and request the supplier to take fuel samples for the agency to pick up later. It is best if the Officer-in-Charge can do the fuel sample at the last fueling site; but it is recognized that this is not always possible.
7. Obtain the following names and telephone numbers:
 - a. The sheriff or other local law enforcement officer having jurisdiction.
 - b. The coroner or other person having jurisdiction over the removal of the remains.
 - c. The attending medical doctor for those injured in the accident.
 - d. The landowner if the accident occurred off Federally owned lands.
 - e. The names and telephone numbers of any reporters who have requested information for media dissemination. The chief investigator or Agency PIO will be in touch with them, when information becomes available.

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PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

8. Arrange transportation for the use of the investigation team. Two vehicles will probably be needed and one person who is familiar with the area-hospital, sheriff's office, witness addresses, etc. A helicopter and/or airplane may be needed for transportation of the team to remote sites.
9. Arrange lodging for the team at a city/town nearest the accident site.
10. Prepare for a brief entrance conference with the chief investigator upon his arrival. The local Line Manager should make available all personnel involved in the flight (Aviation Manager, Dispatcher, etc.)
11. Obtain five topographic and agency maps of the area. Aerial photographs, if available, plus any other maps the unit believes will be helpful to the investigation team, should be included.
12. If the aircraft was under contract to the agency, secure a copy of the contract for the investigation team.
13. Obtain agency radio logs, tapes, flight request/schedule, weather observations and forecasts, etc., that may contain information (no information can also be evidence) relating to the accident.
14. Determine whom the Line Manager wants to designate as the unit's primary contact with the chief investigator.
15. Establish a work area with desk, telephone, and computer station for use by the chief investigator.

C. On-Scene Responsibilities. The Officer-in-Charge will ensure the following on-scene tasks are accomplished.

1. Deactivate (disable) the emergency location transmitter (ELT). (Most positive method is battery removal).
2. Prevent unauthorized people from conducting activities that will destroy important information. Ground impact points should be preserved; that is, people should not be walking around to satisfy their curiosity. They may damage evidence.
3. Ensure that personnel involved in the search and rescue do not broadcast the names of aircraft occupants or state the extent of injuries over the radio system.
4. Personnel should be advised that the wreckage is hazardous. Fuel can burn; tires can explode; gases and metals can be ingested by the body; bacteria can be present; corrosive liquids may be exposed; liquid and solid poisons may be present; chemical reactions may have occurred, especially if there has been a fire; personal baggage and equipment contain unknown items; etc. The Officer-in-Charge should stay away from the wreckage and keep others away from it until a trained aircraft accident investigator arrives. Personal risk should only be taken to assist evacuation of the injured. The removal of bodies falls within the Coroner's (local/State/county) authority.

PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

5. Prepare written notes on all activities at the accident scene. Each recording should include the date and time of the activity and observation. Ensure an accurate recording will be made by someone until the wreckage is removed. Examples include:
 - a. The time the agency Officer-in-Charge arrived at the scene.
 - b. Other personnel who were or may have been at the accident location (date/time/location relative to the crash site) before the arrival of the Officer-in-Charge.
 - c. Weather observations and any odors (such as fuel) noticed upon arrival.
 - d. Any wreckage moved or removed and by whom.
 - e. First aid and medical assistance rendered to the injured.
 - f. Removal of fatally injured persons necessitates the recording of:
 - (1) Which body came from which seat, or where it was found.
 - (2) Seat belt usage (or lack thereof).
 - (3) A description of type and color of clothing.
 - (4) A witnessed statement (inventory of personal effects removed, such as counting cash in wallet, listing all identification cards, match books, loose pocket change, keys, pocket notebooks, pens, personal protective equipment worn or found).
 - (5) Names of all persons visiting the accident scene after arrival of the Officer-in-Charge.
 - (6) Any other information that might help the investigation team.
6. Take photographs, if possible, before removing remains or disturbing wreckage. This should be foregone if there are injured that need to be evacuated. In that case a written recording and/or photographs taken after the fact will suffice. Preserving life is the number one priority.
7. Flag or rope off the accident scene to prevent unauthorized access. Colored flagging is preferred, to allow for later pictures taken from the air by the investigation team.
8. Accept all written narrative witness statements, place them in an envelope, and transmit them to a central point for collection by the investigation team or by the first trained investigator that arrives. To the extent possible, do not allow anyone to verbally question the witness. Questions by an untrained person can contaminate (modify and/or change) the information the witness will provide. Encourage written statements made by each person; attempt to separate all witnesses.
9. Take all other prudent actions to:
 - a. Preserve life
 - b. Protect people at the scene
 - c. Protect and preserve information

PREPARING FOR THE ARRIVAL OF THE INVESTIGATION TEAM

REQUEST INFORMATION - HELICOPTER AMBULANCE

A. Injury Information:

1. Total personnel involved in mishap _____.
2. Time of mishap _____.
3. Type or extent of injuries (vitals, other medical personnel on scene):

_____.

B. Mishap Site Information:

1. Unit/Agency: _____.
2. Contact telephone number: _____.
3. Radio frequency to contact unit/agency: VHF-AM _____ VHF-FM _____.
4. Location of mishap:
 - a. Township _____ Range _____ Section _____ 1/4 Section _____.
 - b. Latitude _____ Longitude _____.
 - c. _____ Nautical miles at _____ Degrees from _____ VOR.
 - d. Prominent landmark: Distance _____
Direction _____.
5. Site Contact: _____.
Radio frequency at mishap site:
Primary: VHF-AM _____, VHF-FM _____
Secondary: VHF-AM _____, VHF-FM _____.
6. Other known aircraft in the area (call signs): _____.
Air-to-Air Frequency:
Primary: VHF-AM _____, VHF-FM _____.
Secondary: VHF-AM _____, VHF-FM _____.
7. Special information, flight hazards, etc.: _____

_____.
8. Landing site(s) and conditions (is it completed or when will it be completed):

_____.
9. Proximity of landing site to mishap site: _____

_____.
10. Nearest available AV Gas/Jet A fuel: _____.
11. Conditions at the mishap site:
Wind direction _____, Wind velocity _____,
Ceiling and visibility _____, Obstructions to visibility _____,
Obstructions to visibility _____
Temperature _____,
Degrees (F or C) _____, Elevation _____, Sunrise _____
Sunset _____, Description of Terrain _____.

Note: EMS helicopters do not usually carry extrication equipment nor are the EMS personnel always trained in these procedures: Ensure that if is capability is needed, it is immediately ordered from a locally known source (the local sheriff is a logical contact point).

REQUEST INFORMATION - HELICOPTER AMBULANCE

HELICOPTER AMBULANCE SERVICE IN & ADJACENT TO YOUR AREA

LOCATION	FACILITY	CALL SIGN	TYPE A/C	PHONE NUMBER	LAT/LONG	COMMENTS

TRANSPORTING INJURED PERSONNEL BY HELICOPTER

USING “HEAR” (Hospital Emergency Administrative Radio) SYSTEM

When transporting injured personnel by helicopter under Agency Contract, the local Dispatch Center will telephone the appropriate hospital and request they monitor their “HEAR” system radio. The aircraft pilot or manager will tune in the “HEAR” Frequency (normally 155.340 as primary) on the aircraft multi channel radio and establish direct communication with the hospital staff. Helicopter will verify frequency through the Dispatch Center.

Local Police will be requested to secure landing area when needed.

This procedure is to be used only for emergencies that warrant immediate hospital service.

REQUEST INFORMATION - HELICOPTER AMBULANCE

EMERGENCY RESPONSE TELEPHONE LIST

	COMMERCIAL PHONE	24 HOUR PHONE
LOCAL LAW ENFORCEMENT:		
LOCAL LAW ENFORCEMENT:		
COUNTY/STATE LAW ENFORCEMENT:		
COUNTY/STATE LAW ENFORCEMENT:		
HOSPITAL:		
HOSPITAL:		
BURN CENTER:		
POISON CENTER:		
GROUND AMBULANCE SERVICE:		
GROUND AMBULANCE SERVICE:		
LOCAL UTILITY COMPANIES: GAS: ELECTRIC:		
EMS HELICOPTER:		
EMS HELICOPTER:		
EMS HELICOPTER:		
MILITARY HELICOPTER (EMS):		
FIXED WING AMBULANCE SERVICE:		

EMERGENCY RESPONSE TELEPHONE LIST

**FOREST SERVICE
AVIATION RELATED ACCIDENT/INCIDENT AGENCY CONTACT LIST**

FOREST CONTACT	NAME	OFFICE/CELL/PAGER	HOME PHONE
FOREST SUPERVISOR			
FOREST AVIATION OFFICER			
FIRE MANAGEMENT OFFICER			
PERSONNEL OFFICER			
ADMINISTRATIVE OFFICER			
PUBLIC INFORMATION OFFICER			
LAW ENFORCEMENT OFFICER			

USFS REGIONAL Office	NAME	OFFICE/CELL/PAGER NUMBER	HOME PHONE
REGIONAL AVIATION SAFETY MANAGER	LARRY HINDMAN	OFF. (505) 842-3351 CELL - (505) 362-7020	
REGIONAL AVIATION OFFICER	MIKE ROTONDA	(505) 842-3359 CELL (505) 362-7002	
REGIONAL DIRECTOR, FIRE AND AVIATION	EDY WILLIAMS-RHODES	(505) 842-3350 CELL (505) 362-7007	
REGIONAL FORESTER			
DEPUTY REGIONAL FORESTER, S&PF	ABEL CAMARENA	(505) 842-3307	
REGION HEALTH AND SAFETY MANAGER	JIM RAWLINSON	(505) 842-3393 (505) 301-1294	
REGIONAL DIRECTOR, PERSONNEL MANAGEMENT	RUDY GUTTERREZ	(505) 842-3384	
REGIONAL AVIATION CONTRACTING OFFICER	PEGGY DABB	(505) 842-3122 CELL (505) 362-7021	
NATIONAL AVIATION SAFETY MANAGER	TONY KERN	(208) 387-5607 (208) 850-5357	
REGIONAL SPECIAL AGENT (LEO)	RICH PADILLA	(505) 842-3104 CELL (505) 301-1285	

FOREST SERVICE TELEPHONE CONTACT LIST

FAA TELEPHONE NUMBERS

FAA OFFICE	PHONE NUMBER
LOCAL TOWER	
FLIGHT SERVICE STATION (FSS); ARIZONA --PRESCOTT NEW MEXICO -- ALBUQUERQUE UTAH -- CEDAR CITY NEVADA -- RENO	(520) 778-0314 (505) 243-7831 (435) 586-3806 (775) 784-5416

FAA TELEPHONE NUMBERS

**BUREAU OF INDIAN AFFAIRS
AVIATION RELATED ACCIDENT/INCIDENT CONTACT LIST**

BUREAU OF INDIAN AFFAIRS	NAME	OFFICE/CELL/PAGER NUMBER	HOME
Regional Aviation Manager (Southwest)	Denny Bridges	(O) (505) 842-3869 (C) (505) 362-7025	
Regional Aviation Manager (Northwest)	Steve Rossiter	(O) (406) 329-4720 (C) (406) 239-0643	
Regional Aviation Manager (East)	Mike Amecarilla	(O) (303) 275-5728 (C) (303) 888-1505	
National Aviation Manager	Stan Anderson	(O) (208) 387-5371 (C) (208) 869-7801	
BIA NIFC Director	Jim Stires	(O) (208) 387-5575	
Area Office Aviation Manager			
Area Fire Management Officer			
BIA Area Director			
Agency Aviation Manager			
Agency Fire Management Officer			
Agency Superintendent			

BIA TELEPHONE CONTACT LIST

**ARIZONA
BUREAU OF LAND MANAGEMENT
AVIATION RELATED ACCIDENT/INCIDENT AGENCY CONTACT LIST**

BUREAU OF LAND MANAGEMENT, AZ	NAME	OFFICE/CELL/PAGER NUMBER	HOME PHONE
STATE AVIATION MANAGER	FRANK MILLER	(602) 417-9308 CELL (602) 677-6784	
STATE FIRE MANAGEMENT OFFICER	PAM MCALPIN	(602) 417-9309 CELL (602) 615-1501	
STATE PUBLIC INFORMATION OFFICER	JOANIE LOSACCO	(602) 417-9210	
STATE SAFETY OFFICER	BILL HUNTINGTON	(602) 417-9261	
STATE SPECIAL AGENT (LEO)	MICK ROSSELE	(602) 417-9330	
STATE PERSONNEL OFFICER	MARK WHITESELL	(602) 417-9270	
STATE DIRECTOR	DENISE MERIDETH	(602) 417-9500	
ASSOCIATE STATE DIRECTOR	CARL ROUNTREE	(602) 417-9500	
DEPUTY STATE DIRECTOR			
BLM SOUTH WEST AREA COORDINATOR	DAVE BOYD	(505) 842-3473 CELL (505) 362-7016	

ARIZONA BLM CONTACT LIST

**NEW MEXICO BLM TELEPHONE CONTACT LIST
BUREAU OF LAND MANAGEMENT
AVIATION RELATED ACCIDENT/INCIDENT AGENCY CONTACT LIST**

BUREAU OF LAND MANAGEMENT,NM	NAME	OFFICE/CELL/PAGER NUMBER	HOME PHONE
STATE AVIATION MANAGER	John Selkirk	(505) 438-7431 (C) (505) 660-5927	
STATE FIRE MANAGEMENT OFFICER	Bob Lee	(505) 438-7430 (C) (505) 660-0449	
STATE PUBLIC INFORMATION OFFICER		(505) 438-7510	
STATE SAFETY OFFICER	Arthur Segovia	(505) 761-8727	
STATE SPECIAL AGENT (LEO)		(602) 417-9939	
STATE PERSONNEL OFFICER	Vince Galterio	(505) 438-7646	
STATE DIRECTOR	Michelle Chavez	(505) 438-7502	
ASSOCIATE STATE DIRECTOR	Richard Whitley	(505) 438-7502	
DEPUTY STATE DIRECTOR	Carsten Goff	(505) 438-7488	
BLM SOUTH WEST AREA COORDINATOR	Brian Lee	(505) 842-3473 (C) 362-7035	

NEW MEXICO BLM TELEPHONE CONTACT LIST

**NATIONAL PARK SERVICE TELEPHONE CONTACT LIST
AVIATION RELATED ACCIDENT/INCIDENT AGENCY CONTACT LIST**

TITLE	NAME	OFFICE/CELL/ PAGER NUMBER	HOME PHONE
NATIONAL AVIATION PROGRAM AND SAFETY MANAGER	BILL SPRUILL	(202) 208-5572	
INTERMOUNTAIN REGIONAL AVIATION MANAGER	CLIFF CHETWIN	(303) 969-2657	
OAS AVIATION SAFETY MANAGER		(208) 387-5803 1-888-464-7427	

(PARK NAME) NATIONAL PARK TELEPHONE NUMBERS

TITLE	NAME	OFFICE/CELL/ PAGER NUMBER	HOME PHONE
PARK SUPERINTENDENT			
PARK AVIATION OFFICER			
PARK FMO			

NATIONAL PARK SERVICE TELEPHONE CONTACT LIST