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"Rummaging in the government's attic"

Description of document: National Transportation Safety Board (NTSB) presentation slides used for the Media Relations Division staff training course entitled, Managing Communications During an Aircraft Accident or Incident 2020

Requested date: 2020

Release date: 12-May-2021

Posted date: 30-August-2021

Source of document: FOIA Request
National Transportation Safety Board
Attention: FOIA Requester Service Center, CIO-40
490 L'Enfant Plaza, S.W.
Washington, DC 20594-2000
Fax: (240) 752-6257
[FOIA Online Submission Website](#)

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National Transportation Safety Board
Washington, D.C. 20594

May 12, 2021

Re: National Transportation Safety Board (NTSB)
Freedom of Information Act (FOIA) No. FOIA-2020-00251

This letter modifies our response sent earlier today regarding the above referenced FOIA request in which you seek a copy of the presentation slides used for the Media Relations Division staff training course entitled, Managing Communications During an Aircraft Accident or Incident. Please disregard the previous letter.

The Safety Board located responsive documents totaling 106 pages. These documents (106 pages) are enclosed; however, we have partially withheld certain information.

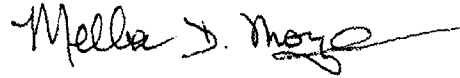
Personal information, notably autopsy information and graphic photos, social security numbers, and any personal identifying information, is withheld pursuant to 5 U.S.C. 552(b)(6), which exempts from disclosure "personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy," to include personal addresses, phone numbers, etc. Pursuant to this exemption, I partially redacted 1 page with a direct business telephone number and e-mail address.

The NTSB has concluded processing your FOIA request. If you are not satisfied with the response to this request, you have the right to appeal this determination under the FOIA. You may administratively appeal by writing to the NTSB, Attn: Ms. Sharon Bryson, Managing Director, 490 L'Enfant Plaza, SW, Washington, D.C. 20594. Your appeal must be postmarked or electronically transmitted within 90 days of the date of the response to your request.

You may contact our FOIA Public Liaison at 202-314-6540, for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration (NARA) to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: OGIS, NARA, 8601 Adelphi Road-OGIS, College Park,

Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

A handwritten signature in black ink, appearing to read "Melba D. Moyer", with a long horizontal flourish extending to the right.

Melba D. Moyer
FOIA Officer
Office of the Chief Information Officer
National Transportation Safety Board

Enclosure



**National
Transportation
Safety Board**

Managing Communications Following a Major Aviation Accident or Incident

The Crisis Environment FedEx February 28, 2020

The Front Line

- Overwhelming media coverage
Incorrect and speculative reports
Pressure for information--
NOW
Professional and personal challenges in
direct proportion to the extent of the tragedy
and duration of media coverage.

What You Need to Know

- Crisis Response Plan Crisis Team Roles Authority & Approval Process Information Sharing Channels Audience



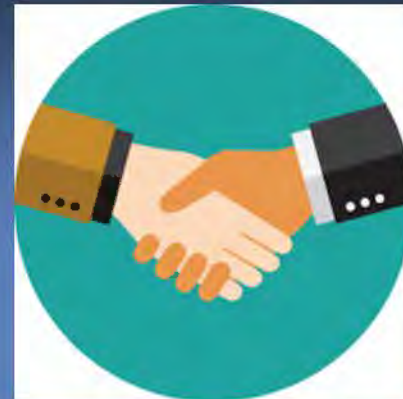
Who Are You Talking To?



Customers



Public



Partners



Community



Employees



Board of Directors



Don't Forget Your Employees

Employees
are: Ambassadors Affected
by Media



Preparing Your Message

- Who is your audience? Know / Feel /

Do you know your lane? Are you empathetic? Are you cultural aware? Are you ready for the tough questions?



Social Media

- What platforms will you use? Who has access? Will you “pin” a tweet? Will you use a hashtag? Will you use visuals? Diagrams Infographics What content or sources will you link to?



Video Messages

The average employee receives 94 emails a day. Your text-based email risks getting skimmed, or worse, ignored. Campaign Monitor



Video Messages

- Video is more effective67% of employees are better at completing tasks when information includes text with images or video People absorb information 7% faster when communicated with visually.Video is preferred41% employees say they learn better through video.48% say video is the most engaging form of communication.

<https://www.techsmith.com/blog/video-for-internal-communication/>



Talking To Your Employees

- Should come directly from highest leader available
Present facts as they are known
What employees should expect from their leaders and company
Honest, sincere, human
Include Calls to Action
Media Contact Instructions
Survivors & Family Arrangements
EAP Information
Be prepared for the message to go public.



Talking To Your Employees

"Dear Colleagues,

Yesterday was not a good day for Novartis. Many of you will have seen media reports regarding Novartis' relationship with Essential Consultants in the United States and many of you will feel disappointed and frustrated. You can read our full statement here. We made a mistake in entering into this engagement and, as a consequence, are being criticized by a world that expects more from us.

Personally and for my family, it was also a difficult day, as unfounded stories spread through the US news. While I was not involved with any aspect of this situation, the facts did not matter. I went to sleep frustrated and tired.

But I woke up this morning full of determination. Determined to fight for the transformative medicines we create and the patients we serve. Determined to fight for this company I deeply love. Determined to fight for all of you so you continue to feel proud, inspired and empowered to transform the health of the world every day. This moment will pass and we will learn. Our medicines however will endure for generations.

What defines us now is as how we respond to this difficult situation. I look to you to remain resilient and keep your focus on serving patients. Together we will respond by continuing our work to profoundly impact human health. Please focus on that noble purpose in this difficult moment — bending the curve of life.

Vas"

Source: <https://www.cnbc.com/2018/05/10/we-made-a-mistake-novartis-ceo-tells-employees.html>



NTSB

Briefing Execution

- Ground RulesNotesHow do you look/feelBody languageOpening commentsExit strategy



Addressing Questions

Your policies are your
message
Training
Certifications
Operational
procedures
Regulatory
compliance



- Acknowledge the investigation and bridge to your message



Before You Speak ...

- Open microphones
SWAGs
Always & Never “Friendly”
conversations with
reporters you know
Quotes
never die on the internet





National Transportation Safety Board



**National
Transportation
Safety Board**

Managing Communications Following a Major Aviation Accident

MEDIA RELATIONS & POST-ACCIDENT
COMMUNICATIONS

FEDEX Memphis

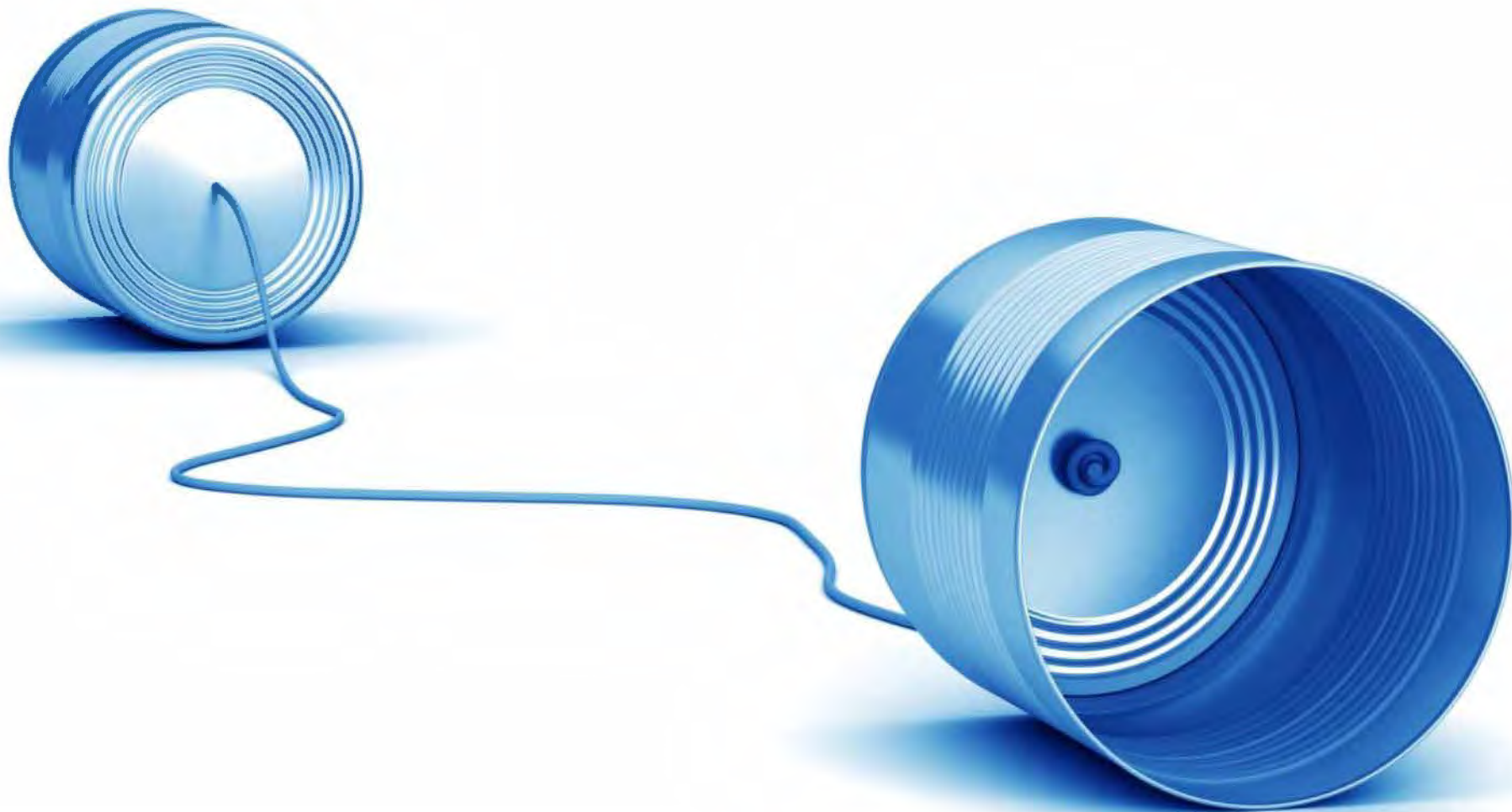
Chris O'Neil and Lauren Peduzzi

Feb. 28, 2020

NTSB Media Relations -- Mission

- Inform public
Coordinate NTSB
comms
Provide comms guidance





NTSB

On-Scene Info Flow from NTSB

- Briefings - family members
Briefings - government officials
Briefings - news media
Social media
Photo opportunities
Interviews



Our Digital Footprint



www.nts.gov



NTSB

Because 2 is better than 1



NTSB

NATIONAL TRANSPORTATION SAFETY BOARD

NTSB 
@NTSB

The NTSB investigates accidents in aviation, highway, marine, rail & pipeline and makes recommendations to improve transportation safety for everyone.

TWEETS	FOLLOWING	FOLLOWERS	LIKES	LISTS	MOMENTS
8,076	235	125K	276	1	0

[Edit profile](#)

Tweets **Tweets & replies** **Media**

 **NTSB**  @NTSB · 3h
#ICYMI @NTSB & @distractionadv #Act2EndDD roundtable is April 26!
Register @ tinyurl.com/n6nurjf #DDAM

SAVE THE DATE!

Your Tweet activity
Your Tweets earned **34,824 impressions** over the last 24 hours



@NTSB



NTSB

Because 2 is better than 1

@NTSB_Newsroom

Accident info reports, briefings,
updates



The screenshot shows the Twitter profile of NTSB_Newsroom. The header features a blue navigation bar with a back arrow, the profile name 'NTSB_Newsroom' with a verified badge, and a tweet count of '2,805 Tweets'. Below this is a large profile picture showing a collage of aviation-related images, including a cockpit, a helicopter, and a news studio. The profile name and handle '@NTSB_Newsroom' are repeated below the picture, along with a bio stating it is the official Twitter handle of the NTSB's media relations division. Location is 'Washington, DC', website is 'ntsb.gov/news/pages/def...', and birth date is 'Born April 1, 1967'. It shows '137 Following' and '66.1K Followers'. The tabs 'Tweets', 'Tweets & replies', 'Media', and 'Likes' are visible. Two tweets are shown: one from Feb 18 about Aviation Safety Alerts and another from Feb 14 about a helicopter crash.

← **NTSB_Newsroom** ✓
2,805 Tweets

 **NTSB_Newsroom** ✓
@NTSB_Newsroom

NTSB_Newsroom is the official Twitter handle of the NTSB's media relations division, providing timely and official information about newsworthy NTSB activities.

📍 Washington, DC 🌐 [ntsb.gov/news/pages/def...](https://www.ntsb.gov/news/pages/default.aspx) 🎂 Born April 1, 1967
📅 Joined June 2016

137 Following 66.1K Followers

Tweets Tweets & replies Media Likes

 **NTSB_Newsroom** ✓ @NTSB_Newsroom · Feb 18
NTSB issues Aviation Safety Alerts 080, 081, Tuesday, for Faulty Ignition Switches, Engine-Out Flight Operations; go.usa.gov/xdQbZ
💬 5 🔄 5 ❤️ 5 📌


 **NTSB_Newsroom** ✓ @NTSB_Newsroom · Feb 14
Preliminary report on the Jan. 26, 2020, crash of a Sikorsky S76B helicopter, Calabasas, CA; go.usa.gov/xdR82
💬 12 🔄 66 ❤️ 108 📌



NTSB

Southwest 1380 Investigation: Philadelphia



NTSB_Newsroom  @NTSB_Newsroom · Apr 17

NTSB gathering information about this morning's incident involving a Southwest Airlines 737.



2



38



33



NTSB_Newsroom  @NTSB_Newsroom · Apr 17

NTSB sending a go-team to Philadelphia to investigate Southwest engine incident. Chairman Robert Sumwalt will hold a short briefing at Reagan National Airport Hanger 6 at 3 pm ET.



16



117



103



NTSB

Southwest 1380 Investigation: Philadelphia April 17, 2018



NTSB_Newsroom  @NTSB_Newsroom · Apr 17



The NTSB Go Team has arrived on scene in Philadelphia for the investigation of the Southwest engine failure. Please follow [@NTSB_Newsroom](https://twitter.com/NTSB_Newsroom) for information on any media briefings.

 5  114  148 



NTSB_Newsroom  @NTSB_Newsroom · Apr 17

NTSB Media briefing Tuesday on investigation of Southwest Airlines engine failure set for 9 p.m. at Philadelphia International Airport, Terminal E at the ticket counters on the Departure Road. NTSB Chairman Robert Sumwalt to speak.

 1  49  39 



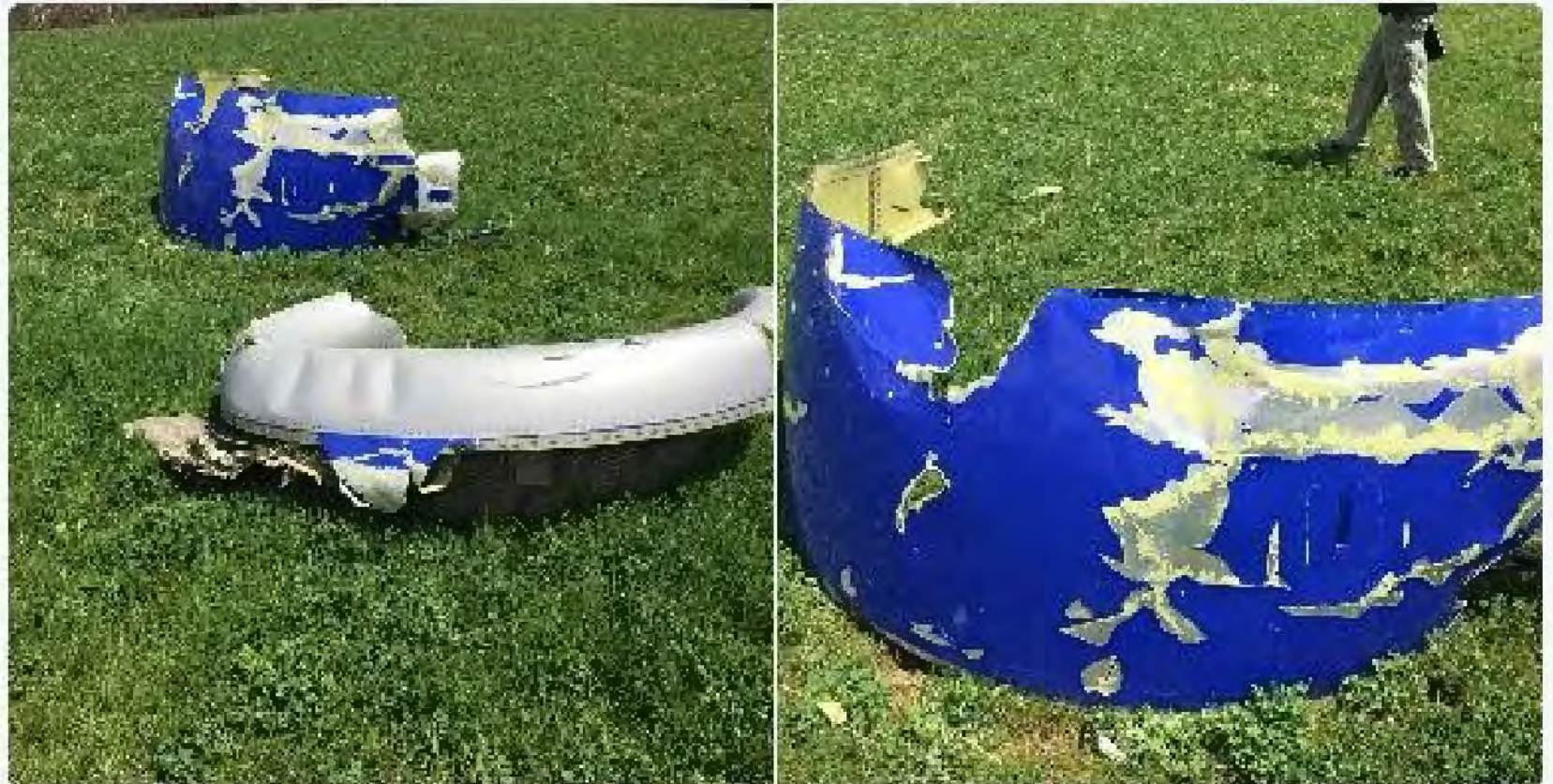
NTSB



NTSB_Newsroom  @NTSB_Newsroom · Apr 18



NTSB photo of a piece of the engine cowling from [@SouthwestAir](#) [#flight1380](#). Thanks to the general public, these and other parts have been found. Anyone who has found additional pieces please contact witness@ntsb.gov



47



816



1.0K



NTSB



NTSB



NTSB



NTSB



18 April 2018: NTSB Chairman Robert Sumwalt provides update to the media on the Southwest Airlines Flight 1380 investigation.

Chairman Sumwalt briefs the media. Southwest Airlines #1380, April 2018



NTSB



17 April 2018: B-Roll, NTSB investigators conducting a preliminary walkthrough of Southwest Airlines flight 1380 in Philadelphia, PA.

B-roll for Southwest Airlines #1380, April 2018



NTSB

NTSB News Release

National Transportation Safety Board Office of Public Affairs

NTSB Issues Investigative Update on Engine Failure

5/3/2018

WASHINGTON (May 3, 2018) — The National Transportation Safety Board issued an investigative update Thursday for its ongoing investigation of the fatal, April 17, engine failure on Southwest Airlines flight 1380.

The Boeing 737, powered by CFM International engines, experienced a failure of the left CFM-56-B engine after departing New York's LaGuardia Airport. The engine experienced a failure of a fan blade, which resulted in the loss of the engine inlet and cowl. Fragments from the cowl and engine inlet struck the fuselage, causing a rapid depressurization. The crew conducted an emergency descent and diverted to Philadelphia International Airport. There were 144 passengers and five crewmembers onboard. One passenger suffered fatal injuries and eight passengers suffered minor injuries. The airplane was substantially damaged.

Related News Releases

- May 03, 2018
NTSB Issues Investigative Update on Engine Failure

Related Investigations

- Southwest Airlines engine incident

More NTSB Links

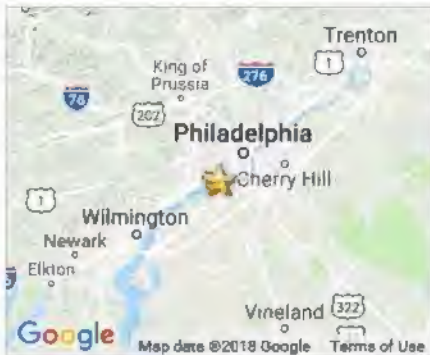
- Investigation Process
- Data & Stats
- Accident Reports
- Most Wanted List



NTSB

Southwest 1380 Investigation Webpage

Southwest Airlines engine incident



Accident No: DCA18MA142
Accident Type: Office of Aviation Safety
Location: Philadelphia, PA
Date: 4/17/2018

Related Recommendations

Related Press Releases

- May 03, 2018
NTSB Issues Investigative Update on Engine Failure

More NTSB Links

- Investigation Process
- Data & Stats
- Accident Reports
- Most Wanted List

5/3/2018 Investigative Update

On April 17, 2018, at 1103 eastern daylight time, Southwest Airlines flight 1380, a Boeing 737-700, N772SW, experienced a failure of the left CFM International CFM-56-7B engine and loss of engine inlet and cowling during climb about flight level 320. Fragments from the engine inlet and cowling struck the wing and fuselage, resulting in a rapid depressurization after the loss of one passenger window. The flight crew conducted an emergency descent and diverted into Philadelphia International Airport (KPHL), Philadelphia, Pennsylvania. Of the 144 passengers and five crewmembers onboard, one passenger received fatal injuries and eight passengers received minor injuries. The airplane sustained substantial damage. The regularly scheduled domestic passenger flight was operating under Title 14 Code of Federal Regulations Part 121 from LaGuardia Airport (KLGA), Queens, New York, to Dallas Love Field (KDAL), Dallas, Texas.

The NTSB launched a go-team consisting of an investigator-in-charge from the major investigations division and specialists in powerplants, structures, survival factors and operations. Specialists in meteorology, maintenance records, air traffic control, flight recorders, and materials supported the investigation from other locations. Chairman Robert Sumwalt accompanied the team.

Parties to the investigation include the Federal Aviation Administration, Southwest Airlines, GE Aviation, Boeing, the Aircraft Mechanics Fraternal Association, the Southwest Airlines Pilots Association, Transport Workers Union Local 556, and UTC Aerospace Systems.

Initial examination of the airplane revealed that the majority of the inlet cowl was missing, including the entire outer barrel, the aft bulkhead, and the inner barrel forward of the containment ring. The inlet cowl containment ring was intact but exhibited numerous impact witness marks. Examination of the fan case revealed no through-hole fragment exit penetrations; however, it did exhibit a breach hole that corresponded to one of the fan blade impact marks and fan case tearing. (See figure 1.)

Related Media







Why do we talk to the press?

- Official source of factual info
One voice
Transparency fosters confidence
If we don't, someone else will
Minimize leaks





Factual info



NTSB

Factual info

Analysis



NTSB

Factual Information

NTSB MIGHT RELEASE
Contents
of interviews
Measurements and
specific times of accident
events
Other findings on-scene



Accuracy of Info



NTSB



NTSB



KEEP
CALM
AND
STAY IN
YOUR LANE



NTSB

Staying in Your Lane - Operators

- If fatal accident, condolences and arrangements for survivors and family members
Accommodations made for affected customers
How the operator is working with the NTSB (number of staff assigned, etc.)
Accident/incident effect on operations
Annual revenues, statistics and company information



Staying in Your Lane - Operators

- Actions the operator is taking to address any safety issues identified post-accident/incident (use caution here: be sure to clear all investigation related information with NTSB) General information about safety protocols and processes



Staying in Your Lane – First Responders

- General description of accident and emergency response – who, what, where and when
How many vehicles were dispatched
What organizations participated in response
How many transported to hospitals, number of fatalities
Impacts and next steps in response activities



Staying in Lane - Manufacturers

- How many vehicles (trains, planes, boats, cars, trucks, etc) have been manufactured
How many vehicles are currently in service and
hours/cycles operated
How many incidents or accidents the vehicles have been involved in
worldwide
General description of equipment and its functions
How many company investigators are assigned to work with the NTSB







Atlas Air Worldwide

@AtlasAirWW

This is to confirm that an Atlas Air 767 cargo aircraft Flight No. 3591 operating from Miami to Houston has been involved in an accident this afternoon.



Atlas Air 767 cargo aircraft Flight No. 3591 operating from Mi...
PURCHASE, N.Y., February 23, 2019 – Atlas Air Worldwide
(Nasdaq: AAWW): This is to confirm that an Atlas Air 767 ...
atlasairworldwide.com

6:04 PM · Feb 23, 2019 · [Twitter Web Client](#)

252 Retweets · 335 Likes

Feb 23, 2019“Our thoughts and prayers are with the flight crew, their families and friends along with the entire team at Atlas Air during this terrible tragedy,” said Dave Clark, a senior vice president at Amazon. “We appreciate the first responders who worked urgently to provide support.”


Atlas Air flight 3591 Involved in an Accident Three People Were Onboard at the TimePURCHASE, N.Y., February 23, 2019 – Atlas Air Worldwide (Nasdaq: AAWW): As was previously reported Atlas Air flight 3591 was involved in an accident earlier today. Three people were onboard at the time. At this stage, a search investigation is underway. In the meantime, we are

The flight from Miami to Houston was a cargo flight operated by Atlas Air on behalf of Amazon. We have activated our emergency response plans, and we will be sending a specialist team to the crash site. Everyone within the company is deeply saddened by this event. Our main priority at this time is caring for those affected, and we will ensure we do all we can to support them. We are now working with the emergency services and other agencies to establish the circumstances around exactly what happened. Further updates will be available on our website. More information on Atlas Air can be found at www.atlasairworldwide.com.*

* *



NTSB

 **Atlas Air Worldwide**
@AtlasAirWW

Atlas Air flight 3591 Involved in an Accident
Three People were on Board at the Time
bit.ly/2NnFNIV

7:25 PM · Feb 23, 2019 · [GlobeNewswire Tweets](#)

22 Retweets 44 Likes



Ryan Cusson @Swabastards1 · Feb 23

Replying to @AtlasAirWW

My thoughts and payers are you tonight @AtlasAirWW



Hilarie Roth @Hilarieroth · Feb 23

Replying to @AtlasAirWW

This is so unbelievably shocking and sad. Being in the industry and knowing a number of Atlas Air pilots, my heart and grief go out to you as an operator and to the crew members' families and friends.



JonathanDLT @JonathanDLT4 · Feb 23

Replying to @AtlasAirWW

All of us in the aviation community share in your grief. Please extend my deepest condolences to the families of the crew members, colleagues at Atlas and PrimeAir and all who knew the affected. Words cannot express and I can only imagine how you are all feeling.



Tressa Mattingly @tressairs · Feb 23

Replying to @AtlasAirWW

As an ALPA employee, I send my love to @AtlasAirWW. My heart is broken for @giantcomms and the pilots who perished today. ❤️



Atlas Air Worldwide @AtlasAirWW · Feb 24



Atlas Air Worldwide @AtlasAirWW · Feb 24

Atlas Air Confirms Family Assistance Established in Flight 3591 Accident



Atlas Air Confirms Family Assistance Established in Flight 3591 Accident
globe.newswire.com



Atlas Air Worldwide @AtlasAirWW · Feb 23

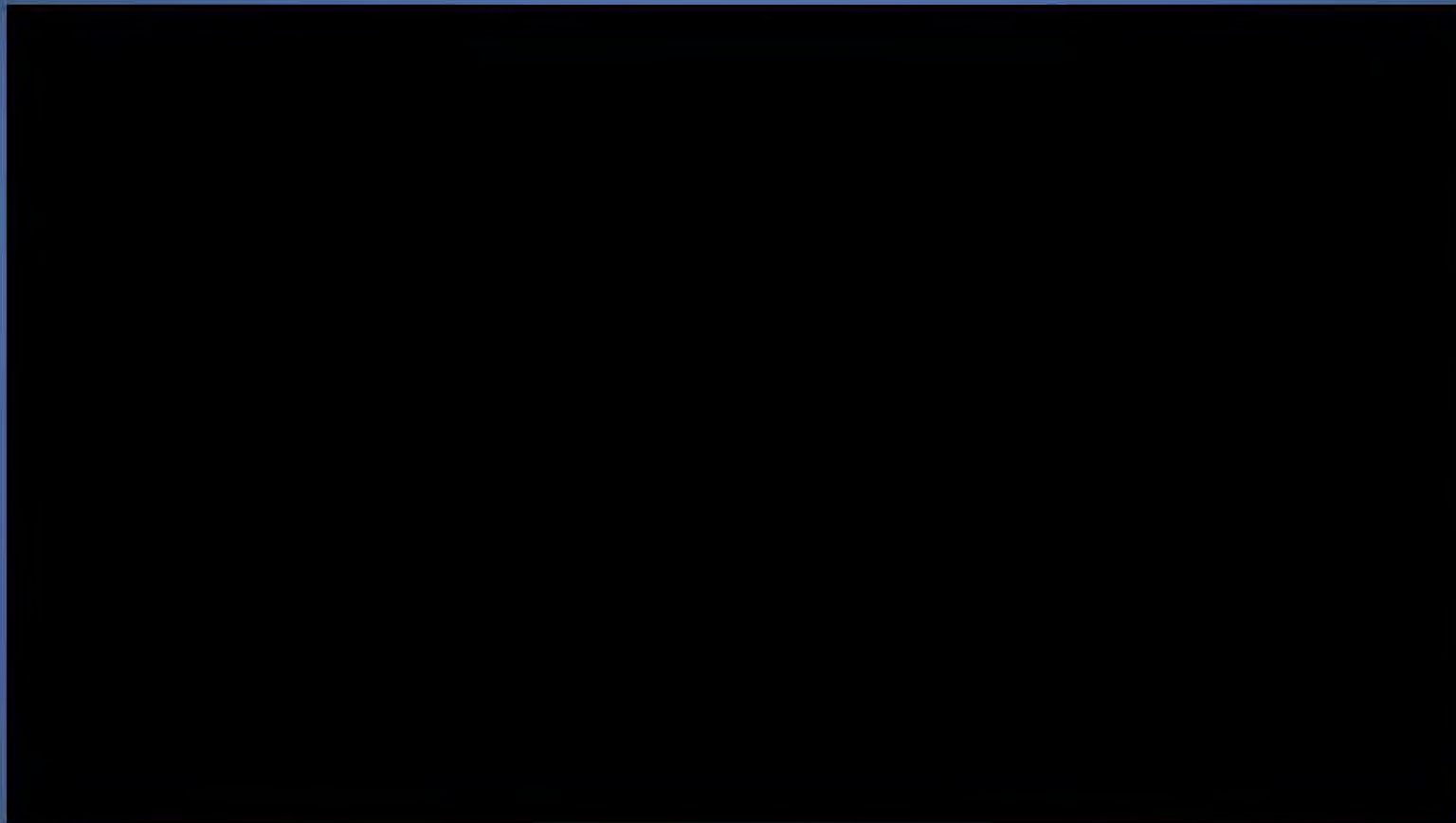
Atlas Air flight 3591 Involved in an Accident
Three People were on Board at the Time
bit.ly/2NnFNIV






NTSB



UPS 1354



UPS 1354



Independent Pilots Association Representing the Pilots of United Parcel Service

[Home](#) [Executive Board](#) [Govt Affairs](#) [Safety](#) [Press Releases](#) [Media/IR](#)

IPA Press Releases

UPS PILOTS CALL FOR END OF PART 117 CARVE-OUT ON ANNIVERSARY OF FATIGUE CRASH

On the eve of the first anniversary of the fatal crash of United Parcel Service Flight 1354, UPS pilots are calling for an end to the carve-out of all-cargo airline operators from FAR Part 117.

Release Date: 8/13/2014 11:03:04 AM

LOUISVILLE, KY, August 13 – On the eve of the first anniversary of the fatal crash of United Parcel Service Flight 1354, UPS pilots are calling for an end to the carve-out of all-cargo airline operators from FAR Part 117, the new pilot rest and operating rules enacted by Congress. On August 14th, 2013, at 4:47 AM CDT, UPS Flight 1354 crashed on approach to Birmingham-Shuttlesworth International Airport, killing Captain Cerea Beal, Jr. and First Officer Shanda Fanning.

"What we didn't know then, but suspected, was the role fatigue played in this accident," said Captain Robert Travis, President of the Independent Pilots Association. "Once the Cockpit Voice Recorder transcripts were released there was no doubt. Cerea and Shanda told us on the CVR* that they were fatigued and wanted one level of safety in commercial aviation."

Part 117, which became effective for passenger carriers on January 4, is the first major revision of pilot flight and duty limits and rest requirements in 60 years. This new rule is science-based and designed to mitigate fatigue among commercial pilots. Disturbingly, all-cargo airlines are carved out of Part 117 for "political" reasons, as noted last week by the FAA's Federal Air Surgeon, Dr. James Fraser.

"This carve-out puts our nation's entire aviation system at risk," said Jim Hall, former Chairman of the National Transportation Safety Board. "A tired pilot is a tired pilot, regardless of the plane he or she may be flying. By excluding cargo pilots from Part 117, the FAA is failing to adhere to its mission of making safety the first priority in aviation. If the FAA believes even one life lost in an accident is too many, the principle should also apply to cargo pilots."

From the moment the FAA announced the cargo carve-out, the IPA has fought to reverse it. This includes suing the FAA.

"We had no choice but to lead this fight," said Travis. "The crash of UPS Flight 1354 has intensified our efforts. Tragically, Capt. Beal said to our Scheduling Committee Chairman just before the fatal flight, 'these schedules over the past several years are killing me.' We owe it to Cerea and Shanda, their families and every pilot, whether flying passengers or packages, to end this dangerous exclusion. As we mark this difficult anniversary, I call on the FAA to end the cargo carve-out and apply one level of safety to all commercial aviation."

UPS 1354

Air Cargo World
THE SOURCE FOR AIRFREIGHT & LOGISTICS



Aug. 26, 2014

In letters to each organization, the NTSB wrote that IPA and UPS took actions “prejudicial to the investigation” by publicly providing their own analysis of the investigation prior to the NTSB’s public meeting to determine the probable cause of the accident.

“NTSB investigations depend heavily upon technical input from the accident parties,” Acting Chairman Christopher A. Hart said. “If one party disseminates information about the accident, it may reflect that party’s bias. This puts the other parties at a disadvantage and makes them less willing to engage in the process, which can undercut the entire investigation.”

Without first consulting with the NTSB, the IPA issued a press release on Aug. 13 providing its own analysis of the accident, which NTSB said is prohibited in the party agreement. In the press release published by *Air Cargo World* on its website, the IPA called for an end to the exemption of all-cargo airline operators from FAR Part 117, the new pilot rest and operating rules enacted by Congress.

UPS, also without first consulting with the NTSB, posted comments on *Air Cargo World* responding to the IPA press release, in which NTSB said it provided its own analysis.

NTSB Press Release

National Transportation Safety Board
Office of Public Affairs

NTSB Revokes Party Status of a Union and an Airline for Violating Agreements

AUGUST 25

The National Transportation Safety Board has revoked the party status of both the Independent Pilots Association and UPS Airlines from its ongoing investigation of UPS Flight 1354, an A300-600 air cargo flight that crashed on approach to Birmingham, Ala., last August.

The NTSB took the action after IPA and UPS violated the terms of the party agreement that each had signed at the start of the investigation. In letters to each organization, the NTSB wrote that both IPA and UPS took actions prejudicial to the investigation by publicly commenting on and providing their own analysis of the investigation prior to the NTSB's public meeting to determine the probable cause of the accident.

"NTSB investigations depend heavily upon technical input from the accident parties," said Acting Chairman Christopher A. Hart. "If one party disseminates information about the accident, it may reflect that party's bias. This puts the other parties at a disadvantage and makes them less willing to engage in the process, which can undercut the entire investigation."

Without first consulting with the NTSB, the IPA issued a press release on August 13 providing its own analysis of the accident, "UPS Pilots Call for End of Part 117 Carve-Out on Anniversary of Fatigue Crash," which is explicitly prohibited in the party agreement. UPS, also without first consulting with the NTSB, posted comments on a website responding to the IPA press release in which it also provided its own analysis.

"It doesn't matter who started it," said Hart. "Neither action is acceptable."

For more than 40 years, the NTSB has had the sole responsibility for disseminating aviation accident investigation-related information from the time of the accident's occurrence all the way through to the end of its investigation. This practice was put in place in order to prevent any party member from unfairly influencing the public perception of the investigative findings.

NEWS

NTSB Boots UPS, Pilots Union from Crash Investigation Team

NTSB says representatives violated party agreement.

By Stephen Pope | August 26, 2014

A public relations war of words between UPS and the cargo airline's pilots union has gotten both kicked off the investigation team working to determine what caused **the crash of UPS Flight 1354** in Birmingham, Alabama, on Aug. 14, 2013.

The National Transportation Safety Board announced yesterday it has revoked the party status of UPS and the Independent Pilots Association, barring further involvement by representatives from either side looking into the crash of the UPS Airbus A300-600, which killed both pilots while attempting to land in Birmingham. The action came after the union on August 13 issued a press release titled "UPS Pilots Call for End of Part 117 Carve-out on Anniversary of Fatigue Crash" and UPS responded with comments on the Air Cargo World website.



UPS 1354 Crash NTSB

*** UPS Flight 1354** Courtesy of the NTSB*

Tesla | Mountain View, CA | Mar. 23, 2018



NTSB



NTSB_Newsroom  @NTSB_Newsroom · Mar 27, 2018

2 NTSB investigators conducting Field Investigation for fatal March 23, 2018, crash of a Tesla near Mountain View, CA. Unclear if automated control system was active at time of crash. Issues examined include: post-crash fire, steps to make vehicle safe for removal from scene.

 40

 73

 66



Tesla | Mountain View, CA | Mar. 27, 2018

In a blog post, the company said: "Our data shows that Tesla owners have driven this same stretch of highway with Autopilot engaged roughly 85,000 times since Autopilot was first rolled out in 2015 and roughly 20,000 times since just the beginning of the year, and there has never been an accident that we know of."

Tesla also says the accident was so severe in part because a collision barrier on the highway had either been removed or restricted.

"We have never seen this level of damage to a Model X in any other crash," Tesla wrote in its post.



Tesla | Mountain View, CA | Mar. 30, 2018

In the moments before the collision, which occurred at 9:27 a.m. on Friday, March 23rd, Autopilot was engaged with the adaptive cruise control follow-distance set to minimum. The driver had received several visual and one audible hands-on warning earlier in the drive and the driver's hands were not detected on the wheel for six seconds prior to the collision. The driver had about five seconds and 150 meters of unobstructed view of the concrete divider with the crushed crash attenuator, but the vehicle logs show that no action was taken.





NTSB Newsroom @NTSB_Newsroom · Mar 27, 2018

2 NTSB investigators conducting Field Investigation for fatal March 23, 2018, crash of a Tesla near Mountain View, CA. Unclear if automated control system was active at time of crash. Issues examined include: post-crash fire, steps to make vehicle safe for removal from scene.

40

73

66



Scott Wainner @scottwww · Apr 1, 2018

Instead of complaining about TSLA releasing info about the crash during an ongoing investigation in order to defend itself, perhaps you should consider not even announcing that an investigation is being conducted until it has been completed.

2



4



Scott Wainner @scottwww · Apr 1, 2018

...and are you also investigating every Ford, GM, Toyota crash each day? Or just Tesla, 'cause it's Tesla?

2



1



NTSB Newsroom @NTSB_Newsroom

Replying to @scottwww

Highway accidents investigated by the NTSB involving automation in surface transportation account for a fraction of our work, and those involving Tesla an even smaller fraction.

4:34 PM · Apr 1, 2018 · [Twitter for iPhone](#)

View Tweet activity

2 Retweets 5 Likes





NTSB Newsroom
@NTSB_Newsroom

2 NTSB investigators conducting Field Investigation for fatal March 23, 2018, crash of a Tesla near Mountain View, CA. Unclear if automated control system was active at time of crash. Issues examined include: post-crash fire, steps to make vehicle safe for removal from scene.

11:15 AM · Mar 27, 2018 · [Twitter Web Client](#)

View Tweet activity

73 Retweets 66 Likes



Scott Wainner · Apr 1, 2018

Replying to [@NTSB_Newsroom](#)

Instead of complaining about TSLA releasing info about the crash during an ongoing investigation in order to defend itself, perhaps you should consider not even announcing that an investigation is being conducted until it has been completed.



2



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NTSB Newsroom · Apr 1, 2018

Right, because who wants transparency from a government agency...



1



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8



Scott Wainner · Apr 1, 2018

Transparency yes, but implying possible wrongdoing so the public market can respond accordingly...



2



NTSB Newsroom · Apr 1, 2018

Stating facts, like "we are investigating a crash," doesn't imply anything, least of all wrong doing



2



8



Tesla | Mountain View, CA | Mar.

Bloomberg

Hyperdrive

Tesla's Musk, NTSB Chief Talk After Spat Over Fatal Crash Probe

By [Ryan Beene](#) and [Alan Levin](#)

April 9, 2018 5:47 PM



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An advertisement for Adobe Sign. It features a purple background with white text. The text reads: "IF YOU DIGITIZE YOUR SIGNATURE", "YOUR COMPANY", "WILL RUN LIKE", "CLOCKWORK". At the bottom, there is a logo for Adobe Sign and the word "Experience".



NTSB

Tesla | Mountain View, CA | April 9, 2018

Musk and Robert Sumwalt, chairman of the National Transportation Safety Board, talked by phone over the weekend, agency spokesman Peter Knudson said. The two discussed the March 23 fatal crash in California involving a Tesla Model X that's under investigation, plus recommendations the agency made after its probe of a 2016 deadly crash involving a Tesla Model S, Knudson said. Both drivers had engaged Tesla's driver-assistance system Autopilot.

"Chairman Sumwalt had what he described as a very constructive conversation with Mr. Musk," Knudson said in an email. A Tesla spokeswoman declined to comment on the call.



BuzzFeed News

@BuzzFeedNews

The NTSB removed Tesla from its investigation into a fatal crash involving a Model X after the company claimed the driver was at fault

buzzfeed.com/skbaer/tesla-i...

"The crash happened on a clear day with several hundred feet of visibility ahead, which means that the only way for this accident to have occurred is if Mr. Huang was not paying attention to the road, despite the car providing multiple warnings to do so."
— Tesla in a statement to *KGO-TV*

NTSB News Release

NTSB Revokes Tesla's Party Status



4/12/2018

WASHINGTON (April 12, 2018) — The National Transportation Safety Board announced Thursday the removal of Tesla as a party to the NTSB's investigation of the March 23 fatal crash of a 2017 Tesla Model X near Mountain View, California.

The NTSB took this action because Tesla violated the party agreement by releasing investigative information before it was vetted and confirmed by the NTSB. Such releases of incomplete information often lead to speculation and incorrect assumptions about the probable cause of a crash, which does a disservice to the investigative process and the traveling public.

The NTSB has used the party system for decades as part of its investigative process and offers party status to those organizations that can provide technical assistance. Tesla was offered and accepted party status for the NTSB investigation into the Mountain View crash. Participation in the party system is a privilege, which allows the sharing of investigative information with all parties that agree to the terms of the party agreement during the early fact-gathering phase of an investigation. This sharing ensures that a party to an investigation has sufficient information to take any immediate actions necessary to ensure safety. For example, the NTSB issued an urgent safety recommendation on March 19 related to the crash of a sightseeing helicopter in New York City, which allowed corrective actions to be carried out immediately.

"It is unfortunate that Tesla, by its actions, did not abide by the party agreement," said NTSB Chairman Robert Sumwalt. "We decided to revoke Tesla's party status and informed Mr. Musk in a phone call last evening and via letter today. While we understand the demand for information that parties face during an NTSB investigation, uncoordinated releases of incomplete information do not further transportation safety or serve the public interest."

Related News Releases

- April 12, 2018
[NTSB Revokes Tesla's Party Status](#)

Related Investigations

- [Car with automated vehicle controls crashes into roadway barrier](#)

More NTSB Links

- [Investigation Process](#)
- [Data & Stats](#)
- [Accident Reports](#)
- [Most Wanted List](#)



NTSB

Tesla | Mountain View, CA | Mar. 23, 2018

Tesla banned from crash probe after leaking details

The investigation could have a big impact on the development of autonomous vehicles — if nothing else through the court of public opinion.

by Paul A. Eisenstein / Apr.17.2018 / 10:47 AM ET / Updated Apr.17.2018 / 10:46 AM ET





accessoriesmodern @accessoriesmoder · Apr 13, 2018

The **NTSB** Removed **Tesla** From Fatal Accident **Investigation**: The **NTSB** removed **Tesla** from the... goo.gl/fb/tnsXgt



NBC Bay Area @nbcbayarea · Apr 12, 2018

The **NTSB** has removed **Tesla** as a party to the **investigation** of the deadly **Tesla** Model X crash near Mountain View. The board said **Tesla** violated party agreement by announcing the car was on autopilot before the information was vetted by **NTSB**.



Tesla No Longer Party With NTSB in Investigating Fat...
The National Transportation Safety Board has removed Tesla as a party to the NTSB's investigation of the ...
nbcbayarea.com



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Chris Davies @c_davies · Apr 12, 2018

Tesla is making an official complaint to Congress over the **NTSB**'s handling of the fatal Model X Autopilot crash **investigation** in California, it tells me. slashgear.com/tesla-congress... Tip @Techmeme



Tesla complains to Congress over fatal Autopilot cras...
Tesla has been removed as a party to the NTSB's investigation into a fatal Model X crash, with the ...
slashgear.com



1



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1



[Show this thread](#)

You're not alone...

The Team

Williams



Chris
Pete



Way

Eric Weiss



Terry



NTSB



National Transportation Safety Board



**National
Transportation
Safety Board**

Managing Communications Following a Major Aviation Accident

NTSB INVESTIGATIONS

FEDEX Memphis,

Feb. 28, 2020

Chris O'Neil and Lauren Peduzzi

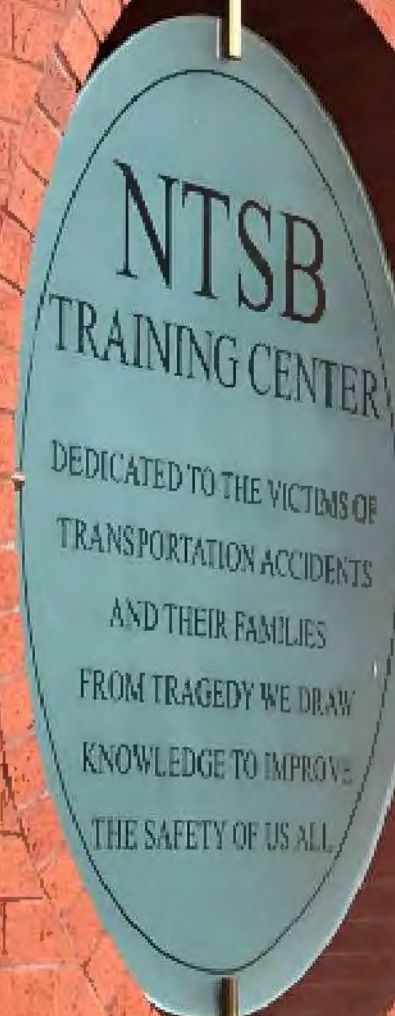








Making transportation safer by:



INVESTIGATING+R
ECOMMENDING+A
DVOCATING



NTSB

NTSB Investigates...

- Every civil aviation accident in the U.S. (about 1,300 per year) Significant accidents in pipeline, marine, highway and rail In highway, that's about a 20-25 out of 7 million annually











01/11/2015 19:35:14

CV El Faro

Dive 02

CURV 21

USN SUPSALV

EL FARO
SAN JUAN P

0.00

0.00

0.00



A photograph showing the NTSB Go Team walking away from Air Force One on a tarmac. The team members are wearing dark jackets with "NTSB" in yellow letters. The aircraft is white with "UNITED STATES OF AMERICA" and a row of circular windows. The scene is set during sunset or sunrise, with long shadows cast on the tarmac.

Investigative Process

NTSB Go Team departs Washington

Investigative Process

Investigator-in-Charge (IIC) Board

Member Media Relations

Government & Industry Affairs

Transportation Disaster Assistance

Investigative Specialists



PARTY PROCESSNTSB picks parties
that can offer technical expertise Parties
prohibited from speaking publically
about NTSB's investigative findings
Investigative information is shared
between
parties[http://www.nts.gov/doclib/forms/
NTSB_Investigation_Party_Form.pdf](http://www.nts.gov/doclib/forms/NTSB_Investigation_Party_Form.pdf)(Pa
rty Agreement Form and Related Info
and Guidance)



PARTIES...Do not participate in the analysis of the draft final report
Can contribute to the analytical process by submitting their own findings, recommendations and probable cause
Information about investigation goes through party coordinator



POSSIBLE PARTIES TO NTSB
AVIATION ACCIDENT
INVESTIGATIONCarrierFAAEmergency
response agenciesEquipment
manufacturersUnions









Horizon Air



NTSB

American Airlines Flight 300





NTSB



Transportation Disaster Assistance

MISSIONCoordinates the family assistance efforts of federal, state, local, and tribal agencies, transportation operators, and humanitarian organizations in the aftermath transportation accidents investigated by the NTSB to ensure the fundamental needs of survivors, families, and loved ones are met.





Victim Services



**Emergency
Management**



**Victim
Accounting/
Medicolegal
Operations**



NTSB

Fundamental Concerns of Family Members

Notification of Involvement



What happened and is my loved one involved?

Victim Accounting



Where is my loved one?

Information and Resources



How do I get information and support?

Personal Effects



Where are their belongings?

Coordination with the Local, State, Federal Family Assistance Response Community & Transportation Industry



Facilitating victim recovery and identification; East Coast Jets Flight 81; Owatonna, MN



Asiana 214



NTSB

Victim Services/Disaster Mental Health Support



NTSB

Coordinate Family Briefings



Amtrak Train 188



Comair 5191

Coordinate Site Visits



Continental Connection 3407



Asiana 214



Continental Connection 3407

**NTSB Training Center Ashburn,
Virginia Transportation Disaster
Assistance – Family Assistance
(two courses per year) March 30
– April 1, 2020
November 4-6, 2020**



**NTSB Office of Transportation
Disaster Assistance 1-202-314-
6185 <http://www.nts.gov/tda>**



NTSB

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National Transportation Safety Board