Record of Revision

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<td>Reorganization of entire manual to include stages of an emergency</td>
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<td>REV 11</td>
<td>June 2020</td>
<td>Contact information; inclusion of Staff Assistants in reporting; change of “Assistant Director” to “Safety Officer”</td>
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List of Effective Pages

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<td>4, 6, 7, 9, 12, 13, 16</td>
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Emergency Preparedness and Response Plan

Objective

The document contained herein is a detailed plan regarding procedures and checklists for key company personnel to follow in the event of an accident, incident, act of terrorism, or other emergency involving Bridgewater State University aircraft, employees, passengers, students, or facilities. The Emergency Response Plan is a preemptive measure designed to alleviate mistakes, misunderstandings, and misquotes that can follow an accident or incident. Strict compliance with the procedures within are imperative; non-compliance with these procedures could seriously and adversely affect Bridgewater State University’s flight training program as well as personnel involved.
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Introduction

A. The Flight Operations Emergency Response Plan shall be carried out in the event of an accident, incident, act of terrorism, or other emergency involving university aircraft, staff, students, passengers, or facilities. The plan has three stages:

1. Stage 1: Developing situation
2. Stage 2: ERP activation
3. Stage 3: Follow-up to ERP activation

B. Notification Procedures

1. At the inception of a potential event, dispatch will receive the initial notification. When dispatch is informed of a developing situation or an event which has already occurred, the dispatcher-on-duty will notify one of the following individuals immediately:
   i. Safety Officer; or
   ii. Chief Instructor; or
   iii. If neither of the two above are available, Staff Assistant for Records and Compliance or Staff Assistant for Standards and Evaluation

2. If the situation develops to the point of activating the ERP or the situation warrants it, the dispatcher-on-duty will notify BSU police and relay all known information.

3. The flight operations personnel member who is available for the initial notification from the dispatcher-on-duty will relay the known information to the other Flight Operations personnel as well as the Dean, Ricciardi College of Business, Business Manager, and Division of Marketing and Communication. Any subsequent updates from dispatch will continue to be relayed through the initial point of contact.

C. For notification of aforementioned BSU Flight Operations Personnel, contact will be initiated via their respective University extensions or cell phones. The BSU Flight Operations personnel will attempt to monitor all calls and emails in order to be available should an event arise.

<table>
<thead>
<tr>
<th>WARNING</th>
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<tbody>
<tr>
<td><strong>If contact with the above personnel fails, contact the BSU police. The dispatcher-on-duty shall contact the Flight Training Coordinator who will attempt to locate the above personnel.</strong></td>
</tr>
</tbody>
</table>

BSU police will act as a point of contact to coordinate with local, state, and federal agencies, as applicable. Additionally, the BSU police will activate the [BSU Crisis Management Plan](#) as deemed necessary.

D. During an aircraft-related emergency, all communications will be channeled through the BSU Flight Training Center, specifically the dispatcher-on-duty.

E. Any employee receiving initial notification shall obtain the following information:

1. Name and phone number of the caller
2. Make and model of the aircraft, if applicable
3. Aircraft registration, in applicable
4. Location of the accident/incident/emergency
5. Condition of passengers, crew, and aircraft
6. Location of passengers and crew if different than accident site
7. Steps taken to stabilize the situation
8. Extent of damage to the aircraft, if applicable
9. Authorities contacted (i.e. police, fire, rescue, FAA, etc.)
10. Names of the health care facilities providing treatment

**NOTE**
Employees will use the Emergency Notification form located in Appendix B. Additional copies of this form will also be located at the dispatch desk.

**WARNING**
911 dialed from a cell phone or landline will be routed to the nearest Massachusetts State Police Communication Center and depending on the location and nature of the call, will be transferred to a local 911 center.

F. Personnel who have a role in the Emergency Response Plan shall be trained to ensure proper execution. BSU Aviation will test the plan for integrity on a periodic basis. Any necessary corrections/updates to the plan and/or training will be made accordingly.

**NOTE**
In the event of an incident/accident located at the New Bedford airport, airport management will assume responsibility and control per the Airport Emergency Response Plan (AEP). BSU Flight Operations staff will follow the AEP while maintaining the internal reporting structure listed in this manual. To alleviate multiple reporting chains, airport management will coordinate emergency personnel while BSU senior flight operations staff will maintain responsibility for notifying the FAA Principal Operations Inspector (POI) and National Transportation Safety Board as required by rules and regulations set forth by the government.

For reference, the New Bedford AEP has the following defined alerts:
- Alert I (Local Standby): Minor in-flight difficulties such as oil leaks, loss of radios, etc. or any other event that would require some type of response by airport personnel.
- Alert II (Full Emergency): Major in-flight difficulties such as faulty landing gear, engine rough or on fire, or other problems which could result in a crash upon landing.
- Alert III (Aircraft Accident): An aircraft incident/accident has occurred on or in the vicinity of the airport. This would also include structural fires on ramps or in hangars that affects or could affect the safety of aircraft operations.

**BSU Crisis Management Plan**

A. All non-aviation specific procedures listed in the BSU Crisis Management Plan will be followed. An electronic version is available through the Department of Aviation Science intranet page as well as a hard copy located at the dispatch desk.

B. The BSU Crisis Management Plan includes the following incident protocols:
   1. Earthquake
   2. Employee Death
   3. Fire
   4. Hostage Crisis
5. Missing Student
6. Nuclear Emergency
7. Pandemic Flu
8. Power Outage
9. Prison Escape
10. Student Death
11. Study Abroad
12. Suspicious Envelopes/Parcels
13. Workplace Violence
14. Active Shooter
15. Bomb Threat
16. Chemical Hazards

NOTE
The Safety Officer and/or Chief Instructor must be kept fully informed as to what information is factual and what is not yet confirmed in order to convey appropriate information to the BSU police.
ERP Activation

A. Accident/Incident Reporting
   i. For definitions, procedures, and information, 49 CFR part 830 will be the governing document and shall be referenced in the event of an accident or incident.
   ii. All accidents, incidents, or unsafe events constituted within this manual shall be reported to the Safety Officer or Chief Instructor, whichever individual is located/positively contacted first. The primary individual contacted will assume responsibility of the situation as delineated in the sections to follow.

B. Emergency Notification Procedures
   i. BSU Flight Operations staff shall comply with all emergency notification procedures listed within the BSU Crisis Management Plan.
   ii. If the event occurs at the New Bedford Regional Airport, the BSU Flight Operations staff shall follow the Airport Emergency Response Plan (AEP).

C. Notification of University Personnel
   i. Per the situations/events delineated within this manual, the appropriate BSU Flight Operations staff member will notify BSU personnel based on the severity of the situation as well as operational need.

<table>
<thead>
<tr>
<th>NOTE</th>
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<tbody>
<tr>
<td>The dispatcher-on-duty is responsible for initially notifying the BSU police. BSU police will act as a liaison for the duration of the event utilizing the flow chart on the following page.</td>
</tr>
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</table>
BSU Police Accident/Incident Reporting Chain

CALL RECEIVED FROM NEW BEDFORD FACILITY

NON-EMERGENCY
- ENTER CALL INTO CAD ASSIST IF NEEDED
- DISPATCH PATROL OFFICER IF NEEDED

EMERGENCY INCIDENT OR AVIATION EMERGENCY

EMERGENCY INCIDENT AT THE NEW BEDFORD FACILITY (Flight Training Center)
- FIRE OR MEDICAL EMERGENCY
  - NEW BEDFORD FIRE 508-991-6124
  - CAD ENTRY POLICE SUPERVISOR NOTIFICATION
- INCIDENT REQUIRING IMMEDIATE POLICE RESPONSE
  - DISPATCH NEW BEDFORD POLICE 508-991-3600
  - DISPATCH POLICE OFFICER WITH SUPERVISORY APPROVAL

REPORT OF AN AVIATION EMERGENCY – PLANE MISSING, CRASH, HIJACKED
- NOTIFICATION: BSU POLICE SUPERVISOR & COMMAND ON-CALL ACTIVATION ON-CALL: “AVIATION ERP TEAM MEMBERS”
- DISPATCH UNIVERSITY POLICE TO NEW BEDFORD IF LOCAL EMERGENCY
- OUT OF STATE EMERGENCY FOLLOW ERP PROTOCOL

AVIATION ERP PLAN ACTIVATED
- CHIEF OF POLICE NOTIFICATION
- CRISIS TEAM NOTIFICATION/ACTIVATION
- MEDIA INQUIRIES – DIVISION OF MARKETING AND COMMUNICATIONS

DEPLOYMENT OF BSU POLICE RESOURCES
- NOTIFICATIONS FOR UNIVERSITY
- NOTIFICATION TO FEDERAL, STATE, AND LOCAL AGENCIES
- INVESTIGATIVE RESOURCES
STAGE 1: Developing Situation

A. Defined: Developing Situation
   i. All events/accidents/incidents initiate with Stage 1 predominantly characterized by information gathering as well as determining the severity of the situation. Based on the information gathered and the determination of the senior Flight Operations staff member, the event will be classified as closed or elevated to Stage 2 (ERP activated).

B. Information Gathering
   i. The dispatcher-on-duty shall utilize the Emergency Notification Form, located in Appendix B, to compile relevant information to include, as applicable:
      a. Type, country of registration, and registration marks of the aircraft
      b. Name of the owner and operator of the aircraft
      c. Name of the Pilot-in-Command
      d. Date and time of the event/incident/accident
      e. Last point of departure and point of intended landing of the aircraft
      f. Position of the aircraft with reference to some easily defined geographical point
      g. Number of persons on board, number killed, and number seriously injured
      h. Nature of the event/incident/accident, the weather and the extent of damage to the aircraft
      i. A description of any explosives, radioactive materials, or other dangerous articles carried
   ii. If the information received is from an external party (i.e. media, etc), the dispatcher-on-duty shall attempt to verify the information by adhering to the following procedure:
       a. Verify name, title, and/or agency of the caller
       b. Attempt to call them back on the phone number provided within 5 minutes
       c. Verify an aircraft was dispatched to the location specified by the caller
       d. Enlist the assistance of flight crews in the vicinity of the potential concern and report back their findings
   iii. Based on the information gathered, a determination will be made as to whether an ERP activation is warranted. If it is determined to be elevated to Stage 2 (ERP activated), the notification within Stage 1 must still be executed prior to advancing to stage 2 notification procedures.

C. Notification Procedures
   i. In the event of an emergency situation, medical assistance shall be requested prior to any other contact. This shall be executed via the radio in the aircraft through the frequency 121.5 and/or dialing 911 from a cell phone or landline.
   ii. The Dispatch office shall be the initial point of contact, after emergency personnel if applicable, for all events/incidents/accidents involving the Flight Training Center staff/flight crews and/or the facilities/equipment.
   iii. Upon the receipt of relevant information, the dispatcher-on-duty will notify the Safety Officer or Chief Instructor, whichever is reachable first.
   iv. If the situation is elevated to a stage 2 event, the BSU police must be notified by the dispatcher-on-duty.
   v. If the event is located at an airport, the airport management of the airport in question must be notified of the situation by the Safety Officer or Chief Instructor, whichever has assumed responsibility for the situation.
D. Responsibilities
   i. Dispatch Office
      a. The dispatcher-on-duty is responsible for receiving initial notification and
         relaying the information to the Flight Operations senior staff member as well as
         the BSU police, if applicable.
   ii. Flight Operations Senior Staff
      a. The Senior Staff member with first positive contact will be responsible for
         assessing the situation for potential elevation to Stage 2. Additionally, the staff
         member is responsible for further notification of relevant University personnel
         and federal/state agencies per the Flight Operations senior staff checklist located
         in Appendix C.
   iii. Individuals involved
      a. The individuals involved in a developing situation shall provide information to
         the dispatcher-on-duty and/or a Flight Operations senior staff member.

E. Scenarios
   i. Overdue Aircraft
      a. Defined: Any BSU aircraft more than 30 minutes late to its destination is
         considered overdue. An overdue aircraft shall be considered an emergency
         situation and will be elevated to Stage 2: ERP activated.
      b. In order to avoid an unnecessary ERP activation, the following procedure will be
         followed prior to the 30 minutes elapsing:
            1. The dispatcher-on-duty shall monitor the flight schedule and radio
               communications on 123.5 in order to ensure proper, on-time arrivals for
               all flights.
            2. No later than 15 minutes after an aircraft is scheduled to return and has
               failed to do so, the dispatcher-on-duty shall immediately initiate the
               following sequence:
                  a. Consult the flight plan form submitted by the departing flight
                     crew to determine type of flight operation (i.e. solo, dual, local,
                     out-of-state, IFR, VFR, etc.), intended destination, and most
                     likely route of travel.
                  b. Attempt to locate the aircraft using the following means:
                     i. Check the ramp and maintenance for potential
                        dispatching error
                     ii. Radio the local practice area on 123.5 and utilize other
                         flight crews to relay messages or determine the location
                         of the late aircraft.
                     iii. Contact local the Air Traffic Control Tower (both
                         KEWB and the destination airport if applicable)
                     iv. Contact the late flight crew via phone using the contact
                         information listed in the scheduling software.
                     v. Contact the local and/or destination TRACON, as
                        applicable.
                     vi. Instruct flight crews in the practice area to listen to the
                         emergency frequency, 121.5, and report positive or
                         negative contact with the late flight crew.
            3. If the aircraft remains unaccounted for after 30 minutes of the ETA, or
               sooner if additional concern warrants it, the dispatcher-on-duty shall
               initiate the call to the BSU Police. At this time, the event will be elevated
ii. Aircraft damage reported/observed
   a. Defined: Any potential or actual damage to aircraft which has not been reported prior. This report can be made by the flight crew involved or an individual who observed the potential for damage or inspected the aircraft and determined damage had been sustained on the aircraft.
   b. Based on the severity of the event/incident/accident, emergency personnel shall be contacted via radio or phone.
   c. The flight crew, or individual who initially observed the damage, shall report the damage to the dispatcher-on-duty as soon as practicable.
   d. The dispatcher-on-duty will convey the reported damage to maintenance personnel as well as a Flight Operations senior staff member.
   e. The flight operations senior staff member will ensure the event/incident has been reported to airport management as well as the Dean, Ricciardi College of Business.
   f. If it is determined the damage occurred at an airport where damage may have been sustained to the airport surfaces, the management for the airport in question must be notified as soon as practicable.
   g. If the event is an accident, the situation will be elevated to Stage 2: ERP Activated and will follow the appropriate channels of communication stated within this manual.
STAGE 2: ERP Activated

A. Defined: ERP Activated
   i. If a situation is elevated to an emergency event per this manual, the event will be elevated from a Stage 1: Developing Situation to Stage 2: ERP Activated. As certain emergency situations are delineated in the BSU Crisis Management Plan, the ERP activation is used to specifically address aviation-related events/incidents/accidents.

B. Notification Procedures
   i. Per Stage 1 notification procedures, the dispatch office will receive the initial information. Upon receipt of the information, the dispatcher-on-duty will notify the Flight Operations senior staff member initially notified as well as the BSU police, if applicable.
   ii. The Flight Operations senior staff member who is available first will relay all information to the following offices/individuals based on the applicability to the current situation:
       a. The Principal Operations Inspector/Boston Flight Standards District Office and NTSB Regional Office.
       b. The airport management at the airport the event/incident/accident occurred, if applicable.
       c. The Dean, Ricciardi College of Business as well as the Flight Operations staff and Division of Marketing and Communication. All updates from the dispatcher-on-duty will go through the same channel.
       d. Flight Operations staff if a safety stand-down is deemed necessary.

C. Responsibilities
   i. On-Scene
      a. The senior capable crewmember at the scene of an accident or incident shall complete the following actions, in sequential order:
         1. Notify rescue personnel, if applicable
         2. Assume control and direction of the situation
         3. Relocate all passengers to a safe distance from the aircraft
         4. Obtain medical assistance, if required
         5. Make no statements to anyone other than the dispatcher-on-duty or Flight Operations senior staff member
         6. Ensure the aircraft will not be disturbed
         7. Attempt to secure the scene from the public
         8. Obtain photographic documentation of the scene if able
         9. Secure statements, names, and addresses of witnesses
        10. Secure all pertinent documents
   ii. Flight Operations
      a. The Flight Operations senior staff member who initially was available shall determine the necessity for a safety stand-down to continue throughout the event.
      b. Responsibility for the execution of the following duties lies with the Safety Officer or Chief Instructor, whomever is available first:
         1. Ensure a capable crewmember is familiar with undertaking completion of the responsibilities on-scene, specifically ensuring all occupants are cared for medically and NTSB 830 regulations are being followed to preserve the wreckage and records.
         2. Ensure the Emergency Response Plan has been initiated and is being executed correctly.
3. Ensure BSU personnel have been notified in order to dispatch the appropriate individuals per the BSU Crisis Management Plan.
4. Contact the FAA Principal Operations Inspector (POI)/Boston Flight Standards District Office (FSDO) to ensure proper notification procedures are being followed per NTSB part 830.
5. Notify the insurance brokers of all relevant information.
6. Gather all aircraft and crew records and any other pertinent documentation. The documents shall be stored in a secure location and will be released to the FAA or NTSB only.
7. Act as the source of aviation-related knowledge as necessary.

iii. BSU Police
   a. Shall be notified by the dispatcher-on-duty of an emergency situation along with its approximate location. The dispatcher-on-duty shall supply BSU Police with additional requested information.
   b. Shall activate the BSU Crisis Management Plan.
   c. Shall act as a liaison with local law enforcement and emergency personnel.

iv. BSU Senior Staff
   a. Establish contact with BSU Police.
   b. Determine the necessity of activating the Crisis Management Plan conference call number
   c. Rely on the Safety Officer or Chief Instructor as the most reliable source of aviation-related technical information.
   d. Establish contact with the Legal Representative of the response team.
   e. The President will notify the Board of Trustees and other University executives as deemed necessary.

D. Scenarios
   i. Overdue Aircraft
      a. Once Stage 1 procedures have been followed and 30 minutes has elapsed with the missing crew not being located, the situation is elevated to ERP activation.
      b. The dispatcher-on-duty shall fill out the Emergency Notification Form and ensure the Flight Operations senior staff member and BSU police have been notified.
      c. The dispatcher-on-duty shall attempt to locate the most likely location of the missing crew/aircraft with the help of other flight crews, online resources (e.g. flightradar24 website, etc.) and the flight plan form filled out by the flight crew prior to departure.
      d. For internal reporting, the Flight Operations senior staff member first reached shall notify the Dean, Ricciardi College of Business, and Aviation Science Department Chair.
      e. For external reporting, the Flight Operation staff member first reached shall notify local, state, and federal authorities to include the FAA Flight Standards District Office (FSDO) and National Transportation Safety Board (NTSB).
   
   ii. Aircraft loss of power
      a. The senior capable flight crewmember and/or the Pilot-in-Command (PIC) shall execute the appropriate BSU emergency checklist for the aircraft being flown.
      b. The senior capable flight crewmember and/or PIC shall divert to the nearest safe landing area. The safety of all occupants shall be the primary objective in the execution of emergency procedures.
c. The senior capable flight crewmember and/or PIC shall contact rescue personnel via the radio or phone.

d. The senior capable flight crewmember shall ensure medical assistance is obtained if necessary.

e. As soon as practicable, the senior capable flight crewmember shall notify the dispatcher-on-duty.

f. The dispatcher-on-duty shall fill out the Emergency Notification Form and notify the Flight Operations senior staff and BSU police via the phone numbers listed in Appendix A.

g. For internal reporting, the Flight Operations senior staff member first reached shall notify the Dean, Ricciardi College of Business, and Aviation Science Department Chair.

h. For external reporting, the Flight Operation staff member first reached shall notify local, state, and federal authorities to include the FAA Flight Standards District Office (FSDO) and National Transportation Safety Board (NTSB).

iii. Flight Crewmember or Passenger Illness

a. If an occupant becomes ill or incapacitated during a flight on a BSU aircraft, the Pilot-in-Command (PIC), or capable crewmember, shall determine if that occupant requires immediate assistance. If medical assistance is deemed necessary, the PIC, or capable crewmember, shall declare an emergency and divert to the closest suitable airport.

b. The PIC, or capable crewmember, shall determine who will provide first aid to the affected individual. One pilot MUST remain at the controls at all times and perform pilot flying duties.

c. Air Traffic Control (ATC) should be used as a resource. Pilots shall advise ATC of the nature of the medical emergency and ask ATC to relay medical assistance requests.

d. The PIC, or capable crewmember, shall notify dispatch via radio or phone as soon as practicable.

e. The dispatcher-on-duty will document the information received and relay the information to a Flight Operations senior staff member.
STAGE 3: Follow-Up

A. Defined:
   i. After Stage 1 and 2 have been effectively completed, consideration must be given to ensure successful completion of an emergency event/incident/accident to include the proper notification as well as addressing the wellness aspect of the individuals involved.

B. Notification Procedures
   i. The Flight Operations senior staff member who assumed responsibility for the ERP shall coordinate assistance for individuals requesting/need ing assistance further than emergency medical assistance.
   ii. The Flight Operations senior staff member who assumed responsibility for the ERP, shall contact the BSU CARE Team as well as the Wellness Center to make them aware of potential assistance needed.

C. Responsibilities
   i. BSU Flight Operations senior staff shall be available to communicate with the insurance broker for aviation-related technical information.
   ii. The Wellness Center shall provide individuals involved in emergency situations with assistance after the fact.
### APPENDIX A: Emergency Contact List

#### Emergency Personnel

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<tr>
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<th>Immediate Contact</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSU Campus Police</td>
<td>911 from any BSU phone</td>
<td>508.531.1212</td>
</tr>
<tr>
<td>Dartmouth Police</td>
<td>911 from cellular device</td>
<td>508.910.1700</td>
</tr>
<tr>
<td>Dartmouth Fire</td>
<td>911 from across the road</td>
<td>508.994.6761</td>
</tr>
<tr>
<td>New Bedford Police</td>
<td>911 from cellular device</td>
<td>508.991.6300</td>
</tr>
<tr>
<td>New Bedford Fire</td>
<td>911 from cellular device</td>
<td>508.991.6124</td>
</tr>
</tbody>
</table>

#### FAA and Control Facilities

<table>
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<tr>
<th>Contact</th>
<th>Name/Email</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAA Regional Operations Center</td>
<td>FIRST CALL FOR AIRCRAFT ACCIDENT</td>
<td>404.305.5156</td>
</tr>
<tr>
<td>FAA Boston FSDO/BSU POI</td>
<td>Aidan Seltsam-Wilps <a href="mailto:Aidan.seltsam-wilps@faa.gov">Aidan.seltsam-wilps@faa.gov</a></td>
<td>781.238.7518 Office 781.357.7500 Desk 603.759.5321 Cell</td>
</tr>
<tr>
<td>NTSB Main Office</td>
<td></td>
<td>202.314.6000</td>
</tr>
<tr>
<td>NTSB New England Regional Office</td>
<td></td>
<td>973.334.6420</td>
</tr>
<tr>
<td>KEWB Control Tower</td>
<td>Steve Parsons</td>
<td>508.993.3186 Office 617.710.8993 Cell</td>
</tr>
<tr>
<td>KEWB Airport Manager</td>
<td>Scot Servis <a href="mailto:Scot.servis@newbedford-ma.gov">Scot.servis@newbedford-ma.gov</a></td>
<td>508.991.6160 Office 508.328.5682 Cell</td>
</tr>
<tr>
<td>KEWB Assistant Airport Manager</td>
<td>Michael Crane</td>
<td>508.904.9031 Security Line</td>
</tr>
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#### Flight Operations Staff

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Email</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Officer</td>
<td>Christi Cushing <a href="mailto:C2cushing@bridgew.edu">C2cushing@bridgew.edu</a></td>
<td>508.531.2034 Office 508.432.3021 Home 774.888.7087 Cell</td>
</tr>
<tr>
<td>Interim Chief Instructor</td>
<td>Loren Herren <a href="mailto:lherren@bridgew.edu">lherren@bridgew.edu</a></td>
<td>508.531.1444 Office 508.326.8656 Cell</td>
</tr>
<tr>
<td>Flight Training Coordinator/Dispatch Office</td>
<td>Jose Galarza <a href="mailto:j2galarza@bridgew.edu">j2galarza@bridgew.edu</a></td>
<td>508.531.1476 Office</td>
</tr>
<tr>
<td>Business Manager</td>
<td>Bill Dyer <a href="mailto:W2dyer@bridgew.edu">W2dyer@bridgew.edu</a></td>
<td>508.531.2907 Office 508.245.1007 Cell</td>
</tr>
<tr>
<td>Staff Assistant</td>
<td>Jared Rylant <a href="mailto:jrylant@bridgew.edu">jrylant@bridgew.edu</a></td>
<td>508.531.2321 Office</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Margie Rivera <a href="mailto:M1rivera@bridgew.edu">M1rivera@bridgew.edu</a></td>
<td>508.531.1445 Office</td>
</tr>
</tbody>
</table>
## University Personnel

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name/Email</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean’s Office, Ricciardi College of Business</td>
<td>Elizabeth Scarbrough&lt;br&gt; <a href="mailto:E1scarbrough@bridgew.edu">E1scarbrough@bridgew.edu</a></td>
<td>508.531.6151 Office</td>
</tr>
<tr>
<td>Dean, Ricciardi College of Business</td>
<td>Jeanean Davis-Street&lt;br&gt; <a href="mailto:jdavisstreet@bridgew.edu">jdavisstreet@bridgew.edu</a></td>
<td>508.531.2049 Office&lt;br&gt; 508.807.6552 Cell</td>
</tr>
<tr>
<td>Interim Associate Dean, Ricciardi College of Business</td>
<td>Derek Leuenberger&lt;br&gt; <a href="mailto:D1leuenberger@bridgew.edu">D1leuenberger@bridgew.edu</a></td>
<td>508.531.6151 Office</td>
</tr>
<tr>
<td>Department Chair, Aviation Science</td>
<td>Mike Farley&lt;br&gt; <a href="mailto:mfarley@bridgew.edu">mfarley@bridgew.edu</a></td>
<td>508.531.2366 Office&lt;br&gt; 508.888.5523 Home&lt;br&gt; 508.737.4859 Cell</td>
</tr>
<tr>
<td>Department Administrative Assistant</td>
<td>Lisa Shaw&lt;br&gt; <a href="mailto:L1shaw@bridgew.edu">L1shaw@bridgew.edu</a></td>
<td>508.531.1779 Office</td>
</tr>
<tr>
<td>BSU Legal Representation via Rubin and Rudman Boston</td>
<td>Deniz Leuenberger&lt;br&gt; <a href="mailto:dleuenberger@bridgew.edu">dleuenberger@bridgew.edu</a></td>
<td>508.531.6125 Office&lt;br&gt; 508.846.6137 Cell</td>
</tr>
<tr>
<td>Marketing and Communications, Vice President</td>
<td>Paul Jean&lt;br&gt; <a href="mailto:P1jean@bridgew.edu">P1jean@bridgew.edu</a></td>
<td>508.531.2660 Office&lt;br&gt; 508.830.3357 Home&lt;br&gt; 508.680.6335 Cell</td>
</tr>
<tr>
<td>Marketing and Communications, Assistant Vice President/Chief Marketing Officer</td>
<td>Eva Gaffney&lt;br&gt; <a href="mailto:egaffney@bridgew.edu">egaffney@bridgew.edu</a></td>
<td>508.531.1337 Office&lt;br&gt; 508.822.5176 Home&lt;br&gt; 774.218.6569 Cell</td>
</tr>
<tr>
<td>BSU Emergency Conference Call Number</td>
<td>Group ID: 141421&lt;br&gt; PIN: 8557</td>
<td>866.675.4321</td>
</tr>
<tr>
<td>Wellness Center/Counseling Services</td>
<td>Weygand Hall, 1110</td>
<td>508.531.1331 Office.</td>
</tr>
<tr>
<td>BSU Media Line</td>
<td>Direct all media inquiries to this #</td>
<td>508.531.1756</td>
</tr>
<tr>
<td>Sutton James, Inc.</td>
<td>Insurance Providers</td>
<td>860.249.8066</td>
</tr>
</tbody>
</table>
## APPENDIX B: Forms

### Emergency Notification Form

<table>
<thead>
<tr>
<th>Date and Time of Call</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Caller Information**

Name:  
Title:  
Telephone Number:  
Location:  

**NOTE: If the source of information is external to the organization, verification procedures must be followed to determine validity.**

### Initial Description

Aircraft Location:  
Aircraft Type:  
Description of Emergency:  

### Notification of Flight Operations Senior Staff Member

Name of staff member reached:  
Contact Telephone Number:  

**NOTE: All information shall be relayed to the Senior Staff member in an expeditious fashion.**

### Aircraft Information

Aircraft Identification Number  
Aircraft Type and Color  
Time of Incident  
Aircraft Damage Description  
Other Property Damage Description  
Additional Location Information  
Nearest Airport
### Name and Status of Crew and Passengers

<table>
<thead>
<tr>
<th>Person</th>
<th>Location? Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person 1</td>
<td></td>
</tr>
<tr>
<td>Person 2</td>
<td></td>
</tr>
<tr>
<td>Person 3</td>
<td></td>
</tr>
<tr>
<td>Person 4</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Information

Document additional information received and forward to the Flight Operations Senior Staff.

### Rescue Operations/Contacts

- Hospital
- Local Police
- State Police
- Fire Department
- Emergency Personnel
- Other
<table>
<thead>
<tr>
<th>Suspicous Activity Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date and Time of Call</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**CALL RECEIVED**

**Initial Message**

**Facility or Aircraft Affected**

**Additional Information**

Voice/Speech Characteristics (i.e. command of English language, accent, loud, fast, quiet, nasal, etc)

Identity (gender, age, occupation, etc)?

Motivation?

Caller Location (use caller id to determine phone number)?

**BEHAVIOR OBSERVED**

**Description of Behavior**

**Location**
APPENDIX C: Personnel Checklists

A. Current registered BSU Aircraft:
   i. Cessna Skyhawk 172R Aircraft: Single-engine, non-complex, 4 passenger
      a. N172SJ
      b. N223BW
      c. N407BW
      d. N574BW
      e. N579BW
      f. N715BW
      g. N721SA
      h. N760BW
      i. N829BW
   ii. Piper Arrow PA 28-200R Aircraft: Single-engine, complex, 4 passenger
       a. N15894
       b. N56418
   iii. Piper Seneca PA 34-200 Aircraft: Twin-engine, complex, 6 passenger
       a. N41502

B. General Guidelines:
   i. Reports shall be made via the most private means possible (i.e. office/cell lines)
   ii. Assume all persons on board have survived and are injured until verified information is to the contrary.
   iii. All media inquiries shall be directed to the BSU Media Line: 508.531.1756
   iv. All non-emergency communications shall be minimized in order to keep all lines clear for emergency purposes.
## SENIOR CAPABLE FLIGHT CREWMEMBER

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact rescue personnel via radio or phone</td>
<td></td>
</tr>
<tr>
<td>Assume control and direction of the situation</td>
<td></td>
</tr>
<tr>
<td>Relocate all passengers to a safe distance from the aircraft</td>
<td></td>
</tr>
<tr>
<td>Obtain medical assistance, if required</td>
<td></td>
</tr>
<tr>
<td>Contact BSU Dispatch via radio or phone</td>
<td></td>
</tr>
<tr>
<td>Ensure the aircraft will not be disturbed</td>
<td></td>
</tr>
<tr>
<td>Attempt to secure the scene from the public</td>
<td></td>
</tr>
<tr>
<td>Obtain photographic documentation of the scene, if able</td>
<td></td>
</tr>
<tr>
<td>Secure statements, names, and addresses of witnesses</td>
<td></td>
</tr>
<tr>
<td>Secure all pertinent documents (i.e. Registration and Airworthiness Certificate)</td>
<td></td>
</tr>
<tr>
<td>Do NOT answer inquiries from any media or social media outlets.</td>
<td></td>
</tr>
</tbody>
</table>

## DISPATCHER-ON-DUTY

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill out the “Emergency Notification Form”</td>
<td></td>
</tr>
<tr>
<td>Verify the validity of the report if from an external source</td>
<td></td>
</tr>
<tr>
<td>Obtain as much information as possible from the caller/reporter</td>
<td></td>
</tr>
<tr>
<td>Relay the information to the Flight Operations senior staff member</td>
<td></td>
</tr>
<tr>
<td>Notify the BSU Police, if applicable</td>
<td></td>
</tr>
<tr>
<td>Relay all additional information to the Flight Operations senior staff member</td>
<td></td>
</tr>
<tr>
<td>Direct media inquiries to the BSU Media Line 508.531.1756</td>
<td></td>
</tr>
<tr>
<td>Maintain open lines of communication for the BSU police, Flight Operations senior staff member and any other official emergency communications</td>
<td></td>
</tr>
<tr>
<td>Action:</td>
<td>Action Completed:</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Determine if the event should be elevated to Stage 2: ERP Activated</td>
<td></td>
</tr>
<tr>
<td>Contact the Dean, Ricciardi College of Business, and the Department Chair</td>
<td></td>
</tr>
<tr>
<td>Ensure all calls related to the emergency are directed to BSU Police</td>
<td></td>
</tr>
<tr>
<td>Verify passenger/crew manifest</td>
<td></td>
</tr>
<tr>
<td>Ensure that crewmembers involved in the incident/accident receive medical evaluation as soon as practicable</td>
<td></td>
</tr>
<tr>
<td>Notify the appropriate authority in the state where the accident occurred. For criminal acts such as sabotage, hostages, or a bomb threat, notify the FBI</td>
<td></td>
</tr>
<tr>
<td>Confirm accident through the FAA Regional Communication Center 404.305.5156</td>
<td></td>
</tr>
<tr>
<td>Recall all flight crews, if warranted by the event</td>
<td></td>
</tr>
<tr>
<td>Consult with FAA contact to arrange for preservation of the wreckage</td>
<td></td>
</tr>
<tr>
<td>Instruct the FBO that last fueled the aircraft to collect a fuel sample</td>
<td></td>
</tr>
<tr>
<td>Notify Flight Operations employees in as private a manner as possible</td>
<td></td>
</tr>
<tr>
<td>Advise employees not to discuss the accident with anyone outside the University unless directed by the Flight Operations senior staff</td>
<td></td>
</tr>
<tr>
<td>Notify the aviation insurance broker and field claims office nearest the accident site</td>
<td></td>
</tr>
<tr>
<td>Keep BSU legal representative informed on the status of actions taken</td>
<td></td>
</tr>
<tr>
<td>Ensure airport management has been informed of any event/incident/accident at the airport involved.</td>
<td></td>
</tr>
<tr>
<td>Within the discretion of the NTSB, a BSU staff member may be dispatched to the accident site to participate in the field investigation.</td>
<td></td>
</tr>
</tbody>
</table>
### BSU POLICE

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Completed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate the BSU Crisis Management Plan, as appropriate</td>
<td></td>
</tr>
<tr>
<td>Dispatcher-on-duty will supply the BSU Police with all relevant information and will continue to direct emergency-related communications to the Police department</td>
<td></td>
</tr>
<tr>
<td>Establish contact with law enforcement/rescue personnel at the scene</td>
<td></td>
</tr>
<tr>
<td>Act as a liaison at the accident site</td>
<td></td>
</tr>
<tr>
<td>Provide informational updates to the BSU senior executives</td>
<td></td>
</tr>
</tbody>
</table>

### BSU SENIOR EXECUTIVE

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Completed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish contact with BSU Police for information</td>
<td></td>
</tr>
<tr>
<td>Consider activating the Crisis Management Plan conference call number</td>
<td></td>
</tr>
<tr>
<td>Rely on the Flight Operations senior staff for aviation-related technical information</td>
<td></td>
</tr>
<tr>
<td>Notify the legal representative of the Response Team.</td>
<td></td>
</tr>
<tr>
<td>All internal statements of University employees will be managed by the BSU Crisis Team</td>
<td></td>
</tr>
<tr>
<td>The President of the University will notify the Board of Trustees and other BSU executives as deemed necessary</td>
<td></td>
</tr>
</tbody>
</table>