



# STEM Flights

## Standard Operating Procedures (SOP) For STEM Flight Operations

### Volume 3

## INCIDENT AND EMERGENCY RESPONSE PLAN (ERP)

Prepared June 2023  
By Austin Campbell,  
Director of Flight Operation

#### Contact Information

David Brubaker  
dave@stemflights.org

**SECTION I: INTRODUCTION**

**Introduction** This plan will serve as a guide for organizational response in case an abnormal event (whether non-emergency or emergency) occurs that results in disruption of a planned flight, damage to property, harm to people, or potential harm to the reputation of STEM Flights. Responses include those to government, media, passengers, their families, and requesting organization(s). **When use of this Plan is triggered, SAVE A COPY** of this document, name it with a descriptive file name, and fill in data on the Information Collection Worksheet and Log of Information Inquiries pages as applicable.

**Purpose** To establish a predetermined set of instructions and action items in the event of an unplanned aviation event disruption of a planned flight, damage to property, harm to people, or potential harm to the reputation of STEM Flight operations.

**Background** Establishing a successful ERP program will involve pre-established responses to a myriad of unplanned emerging aviation events. It is essential to have an ERP that is clear and concise as well as easily implemented as required.

**Target Audience** The audience for this SOPs includes all current and future STEM Flights Staff, Pilot Mentors & other volunteers.

**Responsibility** The Director of Flight Operations is responsible for technical control and oversight of this SOP for Flight Operations (FO).

**SECTION II: ERP Quick Response Card (QRC)**

<ul style="list-style-type: none"> <li>STEM Flights (SF) Notifications</li> </ul>	<ul style="list-style-type: none"> <li>All Staff will be notified (call/text) for any listed Emergency Event (EE)</li> <li>SF Development Director is designated as Media Spokesperson/press releases (<a href="mailto:Carley@stemflights.org">Carley@stemflights.org</a> 301-246-2128)</li> <li>SF Senior Executive contact Board and legal as required</li> <li>SF Director of Flight Operations notifies NTSB as required IAW <a href="#">49 CFR 830.2</a>. (NTSB's regional offices' info <a href="http://www.ntsbt.gov">http://www.ntsbt.gov</a>. NTSB Response Operations Center, at 844-373-9922 or 202-314-6290)</li> </ul>
<ul style="list-style-type: none"> <li>We are a national VPO with a decentralized executive staff and missions occurring at any time there are good VFR flying conditions. As such an incident could occur that is unknown to the SF staff until it's reported in the media or the media calls you. If that occurs refer to the <b><u>Canned Response for All Staff</u></b></li> </ul>	<ul style="list-style-type: none"> <li>NEVER say "No Comment."</li> <li><b>Say only what you know: What and When it happened, what we Know and Who was involved (only after family notified).</b></li> <li><b>DON'T say or guess WHY</b> it happened. <b>Don't Speculate.</b> we say: "determination of cause is the job of the NTSB; we leave that in the hands of those experts and we are very grateful for their help. What we CAN do is to help our dear friends who are suffering, and we're doing everything in our power with that."</li> <li>Specify what <b>we can't talk about yet and why</b> (i.e. privacy or security concern, family not notified yet, etc)</li> <li>Explain <b>what we don't know yet</b>, and follow with: Express our sincere <b>gratitude and appreciation</b> for the work of search and rescue first responders, and other agencies who are assisting, and confirm our desire to support their work.</li> <li>All press and/or media should be referred to SF Development Director (<a href="mailto:Carley@stemflights.org">Carley@stemflights.org</a> 301-246-2128)</li> </ul>
<p>If intent for flight exists when a person is seriously injured or killed, it is considered an <a href="#">NTSB Form 6120 Pilot/Operator Aircraft Accident/Incident Report</a></p>	
<p style="text-align: center;"><b>Emergency Event</b></p>	<p style="text-align: center;"><b>Action Required</b></p>
<ul style="list-style-type: none"> <li>Ground Damage causing delay or cancelation</li> <li>Inflight event, illness or injury</li> <li>Aircraft incident - no injuries, but media interest</li> <li>Aircraft missing &amp; overdue</li> <li>Aircraft accident - Catastrophic; injuries and/or fatalities</li> </ul>	<ul style="list-style-type: none"> <li>Ensure no injuries to Student or pilot</li> <li>Speak with Students' parents/guardians</li> <li>Contact Pilots' emergency POC as required.</li> <li>Contact Airport Director</li> <li>Acquire statements as required/appropriate</li> <li>NTSB - see guidelines for contacting NTSB in General Instructions &amp; Principles section, above.</li> <li>If media is involved, refer to SF Development Director. (<a href="mailto:Carley@stemflights.org">Carley@stemflights.org</a> 301-246-2128)</li> </ul>
<ul style="list-style-type: none"> <li>Violation of Youth policy or accusation of inappropriate Pilot/Student interaction</li> </ul> <p>The circumstances under which a mandatory reporter must make a report vary from State to State. Typically, a report must be made when the reporter, in his or her official capacity, suspects or has reason to believe that a child has been abused or neglected. See website for reporting criteria. <a href="https://www.childwelfare.gov/">https://www.childwelfare.gov/</a></p>	<ul style="list-style-type: none"> <li>Report suspected abuse or neglect to local authorities as IAW state statute for mandatory reporters. Be prepared with the following information:             <ul style="list-style-type: none"> <li>Name of victim</li> <li>Name and contact info for parents/guardians</li> <li>Reason for suspected abuse or neglect</li> <li>Description and location of victim;s physical injuries</li> <li>Info freely disclosed by victim</li> <li>Current location of victim</li> <li>Known info regarding incident or chronology of events.</li> </ul> </li> <li>Speak with Students' parents/guardians</li> <li>Maintain Confidentiality</li> <li>If media is involved, refer to SF Development Director. (<a href="mailto:Carley@stemflights.org">Carley@stemflights.org</a> 301-246-2128)</li> </ul>

--

**SECTION III: ERP INFORMATION COLLECTION WORKSHEET**

**GENERAL DESCRIPTION OF INCIDENT:**

(Examples: Delay due to breakdown; aircraft damage; occupant injury; aircraft missing or accident.)
---

**AIRCRAFT INFO:**

AIRCRAFT REGISTRATION	
A/C YEAR/MAKE/MODEL	
AIRCRAFT COLOR(S) (GET PICTURE?)	
A/C SERIAL NUMBER	
A/C OWNER	
A/C OWNER ADDRESS	
LAST REPORTED MAINTENANCE OR INSPECTION (DESCRIPTION, DATE)	

**Mission INFO:**

DEPARTURE AIRPORT	
INTENDED ARRIVAL AIRPORT	
MISSION DATE/TIME	
LAST COMMUNICATION RECEIVED	

## STEM Flights

ESTIMATED FUEL ON BOARD AT DEPARTURE (GALS, TIME)	
LIST SURVIVAL EQUIPMENT AND SUPPLIES ON BOARD (TYPE, QTY)	

### PILOT INFO (IF KNOWN):

PILOT NAME	
PILOT ADDRESS	
PILOT PHONE, EMAIL	
PILOT EMERGENCY CONTACT	
EMERG CONTACT PHONE	
PILOT DOB	
PILOT CERTIFICATE TYPE, NUMBER	
PILOT RATINGS	
PILOT MEDICAL CLASS, DATE	
PILOT LAST FLIGHT REVIEW	
PILOT TOTAL FLIGHT TIME	
STATUS (UNKNOWN, INJURED, DECEASED)	
FAMILY CONFIRMED NOTIFIED?	

STEM Flights

STUDENT INFO:

PAX NAME	
PAX ADDRESS	
PAX PHONE, EMAIL	
PAX EMERGENCY CONTACT	
EMERG CONTACT PHONE	
STATUS (UNKNOWN, INJURED, DECEASED)	
FAMILY CONFIRMED NOTIFIED?	

PAX INFO: (IF KNOWN)

PAX NAME	
PAX ADDRESS	
PAX PHONE, EMAIL	
PAX EMERGENCY CONTACT	
EMERG CONTACT PHONE	
STATUS (UNKNOWN, INJURED, DECEASED)	
FAMILY CONFIRMED NOTIFIED?	