

**SECTION 4: GENERAL PROCEDURES**

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**GENERAL PROCEDURES – EMERGENCY RESPONSE CHECKLIST**

**4.1 Immediately After Emergency Occurrence**

<b>Immediately after Emergency Occurrence</b>			
<b>Seq.</b>	<b>Activity</b>	<b>Contact Info / Note</b>	<b>Reference</b>
<b>1.</b>	<b>Notify "highest known" SCO (Designated as Emergency Operations Director or "EOD")</b>	MLS Cell: <b>(818) 321-2533</b>	<b>2.2.1 or Appendix A</b>
<b>2.</b>	<b>EOD will confirm accident</b>	<b>Emergency Response Card</b>	<b>Also: Form 562 or Form 563</b>
<b>3.</b>	Assess <b>Severity</b> of Emergency	Use "Decision Tree"	<b>3.2</b>
<b>4.</b>	<b>Evacuate</b> "at risk" facilities	"EVACUATE, EVACUATE, EVACUATE"	<b>2.4.2 / 3.1</b>
<b>5.</b>	Send <b>injured to hospital</b> or contact Fire Department / Medic Response	<b>911</b>	<b>2.8</b>
<b>6.</b>	<b>Notify other Emergency Agencies</b>	<b>911</b>	<b>1.4.1</b>
<b>7.</b>	Appoint <b>Runner(s)</b> to meet Emergency Responders	Take Cell Phone # of Runners	<b>2.5</b>
<b>8.</b>	<b>EOD</b> notify FAA - "Initial Report"	<b>(818) 904-6291</b>	Britt Boutin <b>(818) 267 3320</b>
<b>9.</b>	If needed, EOD will deploy <b>Go-Team</b>	Go-Team Bag in "Island Drawer" in Pilot Station	<b>2.7</b>
<b>10.</b>	<b>Initiate EOC and Switchboard Procedure</b>	Decision Tree – <b>3.2</b> Switchboard - <b>2.6</b>	<b>Appendix B</b>

**4.2 Emergency Response Center Procedures - "First Hour"**

<b>Emergency Response Center Procedures - "First Hour"</b>			
<b>Seq.</b>	<b>Activity</b>	<b>Contact Info / Note</b>	<b>Reference</b>
1.	EOD designate (2) <b>Operators</b> for "Switchboard" - (2 shifts, one hr each)	Nextiva.com Call Group <b>See 2.6.3 Table</b>	<b>2.5 / 2.6</b>
2.	EOD assembles EOC Team	"Sched", "Maint". and "Admin" Support	<b>3.4</b>
3.	<b>Operator</b> "not-on-shift" notify all employees (except "Switchboard") to NOT Answer Phone calls from "outside" lines.		
4.	EOD notifies all Dept. Supervisors and Managers of Emergency and Directs them to <b>implement Emergency Response Procedures.</b>		
5.	EOD directs <b>Admin</b> to notify Supervisors to <b>"lock down"</b> their office and / or <b>document files.</b>		
6.	<b>Maint</b> notifies Maintenance personnel to segregate maintenance documentation and secure it in a locked location.		
7.	<b>Sched</b> generates Manifest and verifies Pax and Crew.		
8.	<b>Sched</b> populates Manifest document with contact info including, if possible, "Next of Kin".		
9.	EOD will notify NTSB of Accident	<b>See 1.4.1</b>	
10.	EOD or designee will contact Insurance rep.	<b>Joseph Braunstein (Marsh)</b>	<b>(267) 258-4926</b>
11.	EOD will initiate notification of Next of Kin		<b>3.3.6</b>
12.	EOD will make media contact as soon as possible with <b>SHORT FACTUAL STATEMENT RELEASE.</b>	<b>Daily News (818) 713-3000</b>	<b>3.3.2</b>
13.	Prior to leaving EOC to view site, EOD must designate acting <b>"Point"</b> at EOC and verify "cell" phone connectivity between EOD and <b>"Point"</b> .		

## DREAMLINE AVIATION, LLC

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Emergency Response Plan  
Section 4. GENERAL PROCEDURES

### 4.3 General Responses - First 24 Hours

<b>General Responses - "First 24 Hours"</b>			
<b>Seq.</b>	<b>Activity</b>	<b>Contact Info / Note</b>	<b>Reference</b>
<b>1.</b>	<b>Outside Emergency Responses Units Likely to Depart</b>		
<b>2.</b>	EOD meets with <b>NTSB / FAA</b> personnel		
<b>3.</b>	EOD establish <b>Alternate Security arrangements</b> for Emergency Site		
<b>4.</b>	<b>Accident investigation</b> begins by NTSB		
<b>5.</b>	<b>Environmental Response</b> begins for Local, State, and / or Federal Agencies.		
<b>6.</b>	EOD must plan for Next-of-Kin's arrival at site.	<b>Establish Private Lounge Area</b>	<b>3.3.6</b>
<b>7.</b>	EOD to enlist help as needed from pastors and / or counselors for assistance with meeting Next-of-Kin	Rev. Dudley Rutherford <b>(818) 831.9333</b>	<b>3.3.6</b>
<b>8.</b>	EOD to meet with Next-of-Kin	Priority: Meet with as soon as possible.	<b>3.3.6</b>
<b>9.</b>	<b>EOD (or Family Assistance Dir.) to arrange Hotel and / or transportation for Next-of-Kin.</b>	AirTel Plaza Hotel <b>(818) 997-7676 OR</b> Hampton Inn and Suites <b>(888) 733-0741</b>	<b>Family Assistance Checklist 08</b>
<b>10.</b>	<b>EOD (or DOM) contact Airframe, Avionics, and / or engine manufacturer.</b>		
<b>11.</b>	<b>EOD to maintain Media contact</b>		
<b>12.</b>	<b>EOC continues to operate at high intensity with information comes in, is verified, and distributed.</b>		
<b>13.</b>	EOD coordinates the transportation of authorized personnel and equipment to the accident site.	Fernando <b>(818) 809-8851</b> - Cell Jonathon <b>(818) 285-9223</b> - Cell	
<b>14.</b>	President or EOD consults with Dreamline Attorney(ies).	<b>Douglas L. Stuart</b> (Takehara & Stuart LLP)	<b>(310) 260-6970</b>
<b>15.</b>	President or EOD maintains regular communication with insurance	<b>Joseph Braunstein</b> (Marsh)	<b>(267) 258-4926</b>

**4.4 General Responses - Next Week to Ten Days**

<b>General Responses - "Next Week to Ten Days"</b>			
<b>Seq.</b>	<b>Activity</b>	<b>Contact Info / Note</b>	<b>Reference</b>
<b>1.</b>	Expect conclusion of investigation effort and removal of wreckage		
<b>2.</b>	NTSB interviews surviving crew		
<b>3.</b>	FAA continues with review of records and documentation		
<b>4.</b>	Medical care continues. EOD should continue to arrange transportation as needed.		
<b>5.</b>	Coroner and mortuary services are completed. The deceased are transported.		
<b>6.</b>	Family members depart.		
<b>7.</b>	Seriously injured may be transferred closer to their home.		
<b>8.</b>	On-site "Outside Agency" responders demobilize.	(Incident Commander)	
<b>9.</b>	<b>Environmental response concludes.</b>		
<b>10.</b>	<b>Field investigations close</b>		
<b>11.</b>	<b>Wreckage custody transferred to insurer.</b>		