

# Providing information to victims and their families

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Japan Transport Safety Board  
November 2022

◇ Act for Establishment of the Japan Transport Safety Board ( Act No. 113 of 1973, a new article added by amendment in May 2008)

(Provision of information)

Article 28-2 In carrying out the investigation of accident, etc., the Board shall fully consider the sentiments of victims and their families, or bereaved families, and provide them with information regarding the investigation of the accident, etc., on a timely and in an appropriate manner.

◇ JTSB Principles (excerpt) (formulated in March 2012)

3. consideration for victims

We think of the feelings of victims and their families, or the bereaved appropriately, provide them with information regarding the accident investigations in a timely and appropriate manner, and respond to their voices sincerely as well.

◇ Victims and their Families Liaison Office (established in April 2012)

“Victims and their Families Liaison Office” is at the JTSB headquarters, and also has its contact points at the eight regional offices nationwide to provide information to victims and their families in an integrated manner.

## ◇To persons and their families who have been affected by an accident

- ☞ Provide the contact information of the Liaison Office to them as soon as possible after the accident (hand in a contact information card)
- ☞ Take their questions, comments and requests regarding accident investigation at any time
  - Shared within the JTSB to conduct investigations taking into consideration their feelings
- ☞ Provide information (to be made public) on the accident investigation to them prior to the public release
  - Ex.) Regular press conference of the Chair (progress of the investigation), published factual information, progress report, final report, follow-up of safety recommendations
- ☞ Hold briefing sessions on the final report upon their request

## ◇Contact Information Card

### Information for Victims and their Families

Japan Transport Safety Board  
Victims and their Families  
Liaison Office

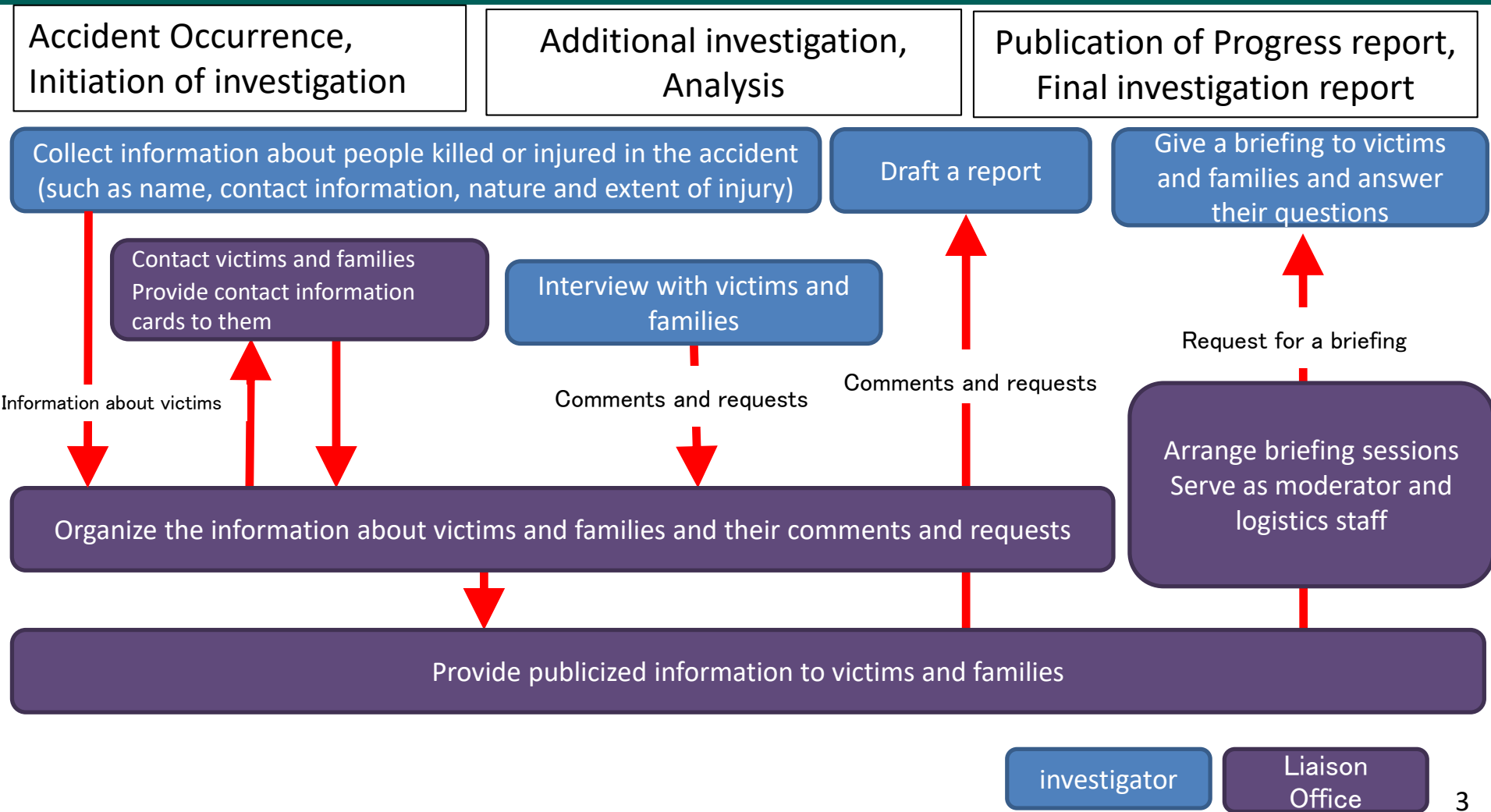
*Japan Transport Safety Board*

The Japan Transport Safety Board (JTSB) is a government organization which investigates accidents of three transportation modes (i.e., aviation, railway and marine) thoroughly to unveil the causes of accidents. The JTSB publishes investigation reports and issues safety recommendations regarding necessary actions for preventing future accidents and mitigating damage arising from them.

The JTSB does not investigate for apportioning blame or liability. The JTSB provides families of accident victims with information on the progress of the investigation or factual information found by the investigation. Please feel free to contact us if you have any comments or suggestions on the investigation of accidents.

Japan Transport Safety Board  
<http://www.mlit.go.jp/jtsb/index.html>

# Flow of providing information to victims and families



# Victim assistance and provision of information on accident investigation

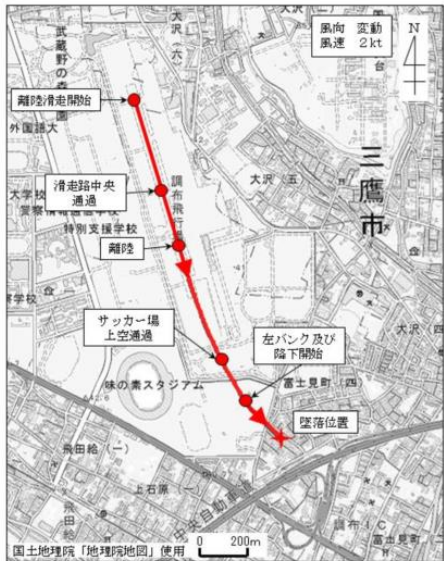
- ◇In Japan, there is no law that explicitly provides support for accident victims. (There is a law on support for crime victims.)
- ◇Supplementary resolutions to the Act to amend the Act for Establishment of the Japan Transport Safety Board (JTSCB) in 2008
  - “In view of the importance of providing support to victims and families affected by aircraft, railway, and marine accidents, consider necessary actions for the promotion of comprehensive measures in close cooperation with relevant administrative agencies, making use of past experience and knowledge related to accidents.”
- ◇In response, the Ministry of Land, Infrastructure, Transport and Tourism held meetings of a study group consisting of experts and victims’ associations.
  - In April 2012, the Ministry of Land, Infrastructure, Transport and Tourism established the “Public Transportation Disaster Victims Assistance Office” as a specialized organization to provide support for victims of public transport accidents.
    - Collect and organize information about victims and provide it to their families, communicate the needs of victims to the police and the fire and rescue department, and coordinate with transport operators to arrange evacuation sites, accommodations and transportation according to the needs of victims and families
    - Provide referrals to relevant organizations when victims and families have concerns about their daily life and mental health, and provide information on the review of existing safety regulations.



On Sunday, July 26, 2015, at around 10:58 Japan Standard Time (JST), a privately owned Piper PA-46-350P, registered JA4060, crashed into a private house at Fujimi Town in Chofu City, right after its takeoff from Runway 17 of Chofu Airport.

There were five people on board, consisting of a captain and four passengers. The captain and one passenger died and three passengers were seriously injured. In addition, one resident died and two residents had minor injuries.

The aircraft was destroyed and a fire broke out. The house where the aircraft had crashed into were consumed in a fire and neighboring houses sustained damage due to the fire and other factors.



- 【Probable causes】**
- During takeoff and climb, the aircraft stalled and crashed into the house due to decreased speed.
  - Factors that affected the decreased speed
    1. exceeding the maximum takeoff weight,
    2. takeoff at low speed,
    3. continued excessive nose-up attitude
  - Flight analysis indicated possible engine power loss, but the result of the teardown inspection of the engine did not reveal any definite defects.

**【Provision of information to victims and families】**

Provide information to the families of residents who died in this accident, the injured residents, and the residents whose houses were damaged.

August 18, 2015: Progress Report published.

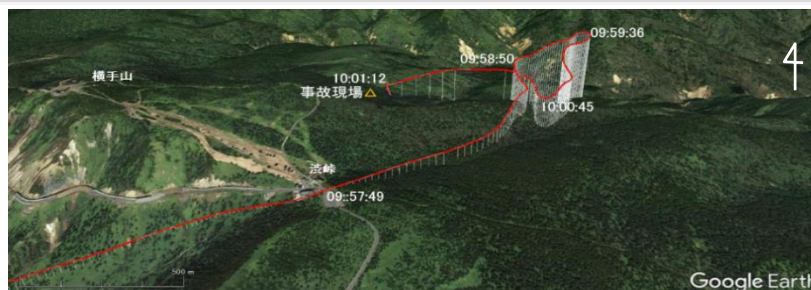
July 18, 2017: final report published

## Example of information provided to victims and families – Crash of a helicopter operated by Gunma Prefectural Disaster Prevention Aviation Unit

On Friday, August 10, 2018 around 10:01 JST, a Bell 412EP, registered JA200G, operated by Gunma Prefectural Disaster Prevention Aviation Unit, took off from Gunma heliport in Shimoauchi-machi, Maebashi City, Gunma Prefecture to explore and identify dangerous spots in preparation for rescue activities on the trails on the ridge lines of Gunma Prefectural border and crashed into the mountain slope in the vicinity of about 2 km northeast of Mt. Yokote in Nakanojo Town, Agatsuma County, Gunma Prefecture.

There were nine persons in total were on board, consisting of a captain, a mechanic A in charge, a chief air rescuer, an air rescuer and five firefighters, and all of them were killed.

The helicopter was destroyed, however, there was no outbreak of fire.



### 【Probable Causes】

- While flying over mountainous areas, the Helicopter entered the cloudy airspace and was unable to continuously recognize the ground surface due to lowered visibility, and the captain who was exposed to spatial disorientation could not perform an appropriate maneuvering to maintain the attitude of the Helicopter.
- losing continuous visual recognition of the ground surface in the lowered visibility were caused by delayed decision to return.

### 【 Provision of information to victims and families 】

Information was provided to the families of the nine fatalities resulting from this accident.

October 23, 2018 : Chair's press conference  
(announcing the facts found)

February 27, 2020 : Publication of Final Report

March 13, 2021 : Follow-up on recommendations