

The Role of Airports in Handling Survivors and Their Families Aftermath Aircraft Accidents , Case Study: Oman Airports Experience of Operation Concept Of AERCs

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Executive Summary



During an aviation accidents, airports plays a vital role in providing instant and essential care to the survivors and their families.

Well-conceived and effectively implemented procedures can help ensure providing the required aid and care to the affected people as the reception centers are activated under the multi- agency response. The extent to which reception centers activation is influenced by many factors, including training, integrated procedures and SOPs, leadership, coordination and communication.

This presentation will discuss how effectively Oman Airports with the stakeholders has tested and implemented the arrangements of reception centers activation process , and how to use recent technologies to overcomes the related challenges.

Regulatory requirements

- ✓ CAR139- CAA
- ✓ National policy for assisting victims and their families after aircraft accidents – CAA
- ✓ ICAO circular 285
- ✓ Manual on Assistance to Aircraft Accident Victims and their Families (Doc 9973)
- ✓ Airport Emergency plans
- ✓ Internal procedures of Airport Emergency plan's stakeholders



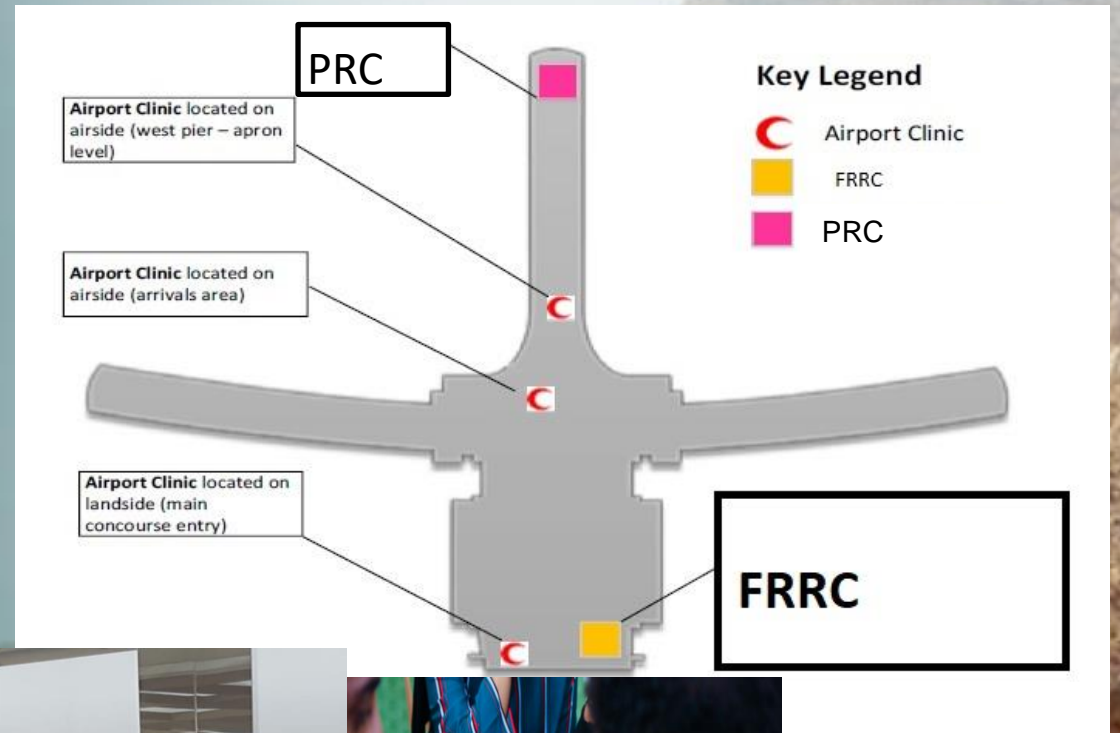


Procedures Reformulation 2019

- Activation procedures
- The role of ADM
- Activation modes
- Documentation process
- Record of exit process
- Passengers Evacuation Management System PEMS
- Joint operability, and enhancing joint response



Airport PRC and FRRC Activation Procedures



PRC activation process

ADM to initiate PRC in coordination with concerned airline and ROP. ADM to nominate PRC Coordinator from TOPS

TOPS to ensure installation of signs to guide the passengers

TOPS to open the readybox and hand over leaflets, PRC forms to airline, GHs and ROP.

Ensure that excellent assistance is provided to passengers by the concerned airline and GH.

ROP, Airline /GH to start documenting passengers details using all passenger information forms

Airline/ GH to take the responsibility of providing of the welfare and refreshments.

after completion of registration, send any form directly to ROP emergency room (casualty bureau)



Passengers who leave the PRC should be recorded on the hot form recording reason for leaving; e.g. released to self, reconciliation, hospital. send any form directly to ROP emergency room (casualty bureau)

make sure a suitable buses are used to pass through VIP gate.

PRC activation moods

- Initial procedures
- Full procedures with less than 150 PAX
- Full procedures with more than 150 PAX

- Airport PRC registration forms



رقم التعريف: Identification No.

Passenger Information Form إستمارة بيانات المسافرين الرئيسية

الاسم الرباعي للمسافر: Passenger full Name

Mobile Number	رقم الهاتف	Date Of Birth	تاريخ الميلاد	Gender	الجنس
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Nationality الجنسية Nickname: اللقب:

Any important remark? (elder, pregnant, ill health or other)
هل هناك ملاحظات خاصة تتعلق بالمرور أو الحمل أو بوضعك الصحي؟ الرجاء ذكرها

Travel together with someone? Please list their names, the relationship and any other information:
هل تسافر برفقة شخصين آخرين؟ الرجاء كتابة أسمائهم وعلاقتهم القربة وأي معلومات أخرى:

Name الاسم	Relationship صلة القرابة	Phone number رقم الهاتف	Other information أخرى

Does anyone come to the airport to meet you? Please write his/her name with phone number.
هل هناك شخصين آتى المطار لاستقبالك؟ الرجاء كتابة اسمه ورقم الهاتف:

Name الاسم	Relationship صلة القرابة	Address العنوان	Phone number رقم الهاتف

Are there any family member to be contacted? Please write names and phone numbers
هل يوجد أحد أفراد العائلة للتواصل معه وإبلاغه بذلك؟ الرجاء كتابة الأسماء مع أرقام الهاتف:


Name الاسم	Relationship صلة القرابة	Address العنوان	Phone number رقم الهاتف

Official use only: للإستعمال الرسمي فقط:

Reported by: تم ملئ هذه الإستمارة من قبل:

Position and signature: الترقية و التوقيع:

Once completed, please send it urgently to dgas_emergency@rop.gov.om بعد ملئ الإستمارة، قم بإرسالها بسرعة عاجلة إلى


إستمارة بيانات المسافرين العاجلة

Hot Passengers Information Form

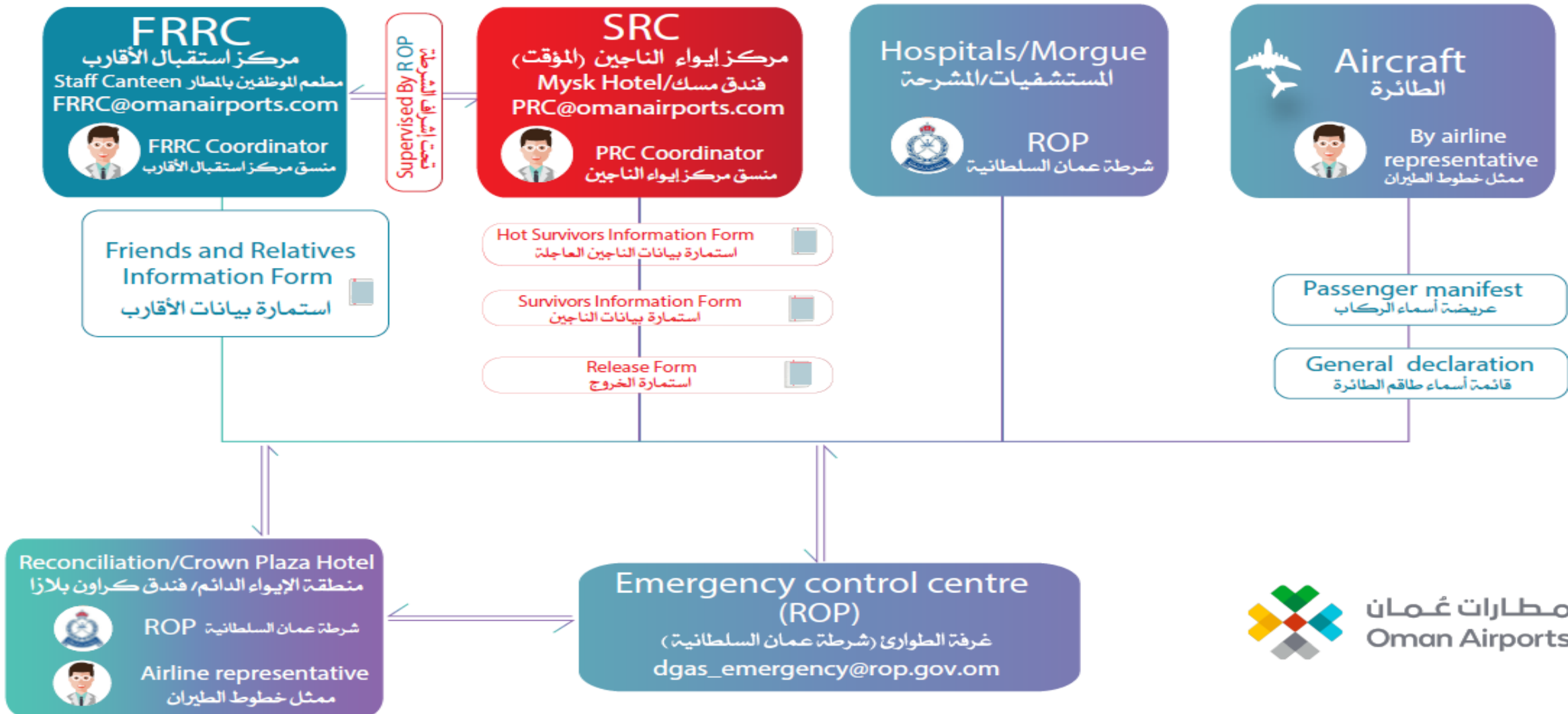
Sheet No: رقم الصفحة

Flight no.: رقم الرحلة Destination: MCT مسقط / Diverted محولة is the FRRC activated? YES/NO/not known التاريخ:

Critical urgent information معلومات مهمة عاجلة				Releasing information معلومات الخروج من المطار	
Identification number رقم التعريف	Name الاسم	Do you expect somebody to meet you at airport? هل هناك أحد لاستقبالك من المطار؟	Nationality الجنسية	Released to Hospital, Self, Reconciliation? جهة الخروج من مركز الأزمات - طلبه، إلى مركز الإغاثة	Mobile number رقم الهاتف
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			
		Yes/ NO			

After filling out Critical information part, send it directly to: dgas_emergency@rop.gov.om بعد ملئ خة المعلومات المهمة، يرجى إرسالها مباشرة إلى

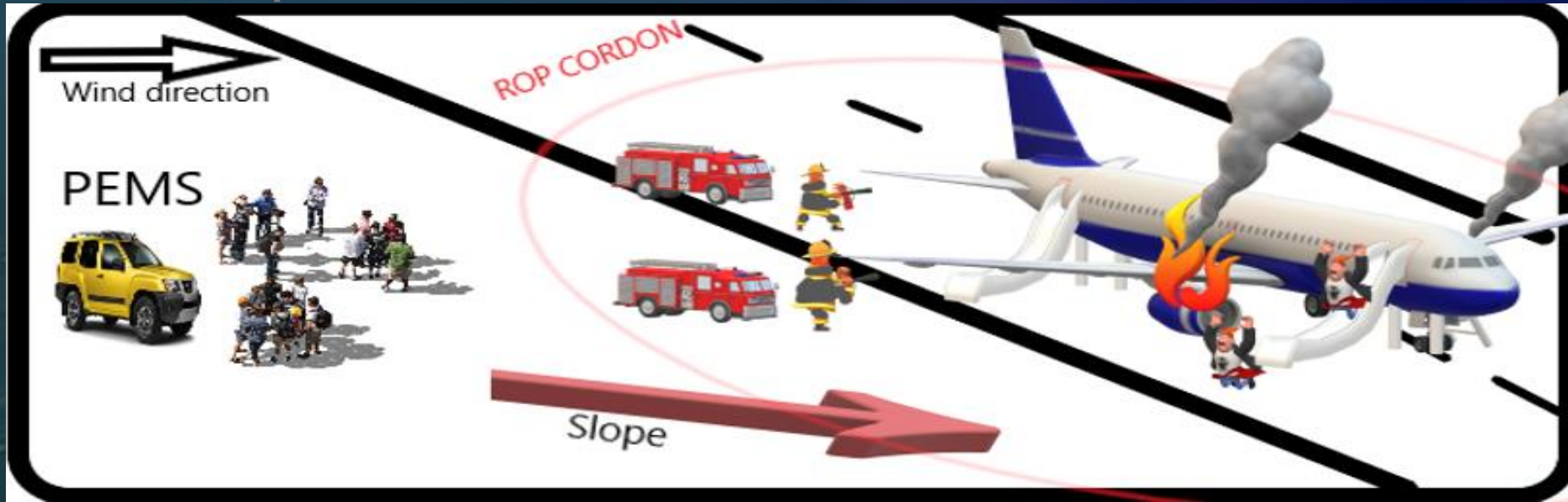
Flowchart of documentation forms مخطط انتقال استمارات التوثيق





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Oman Airports

Passengers Evacuation Management System





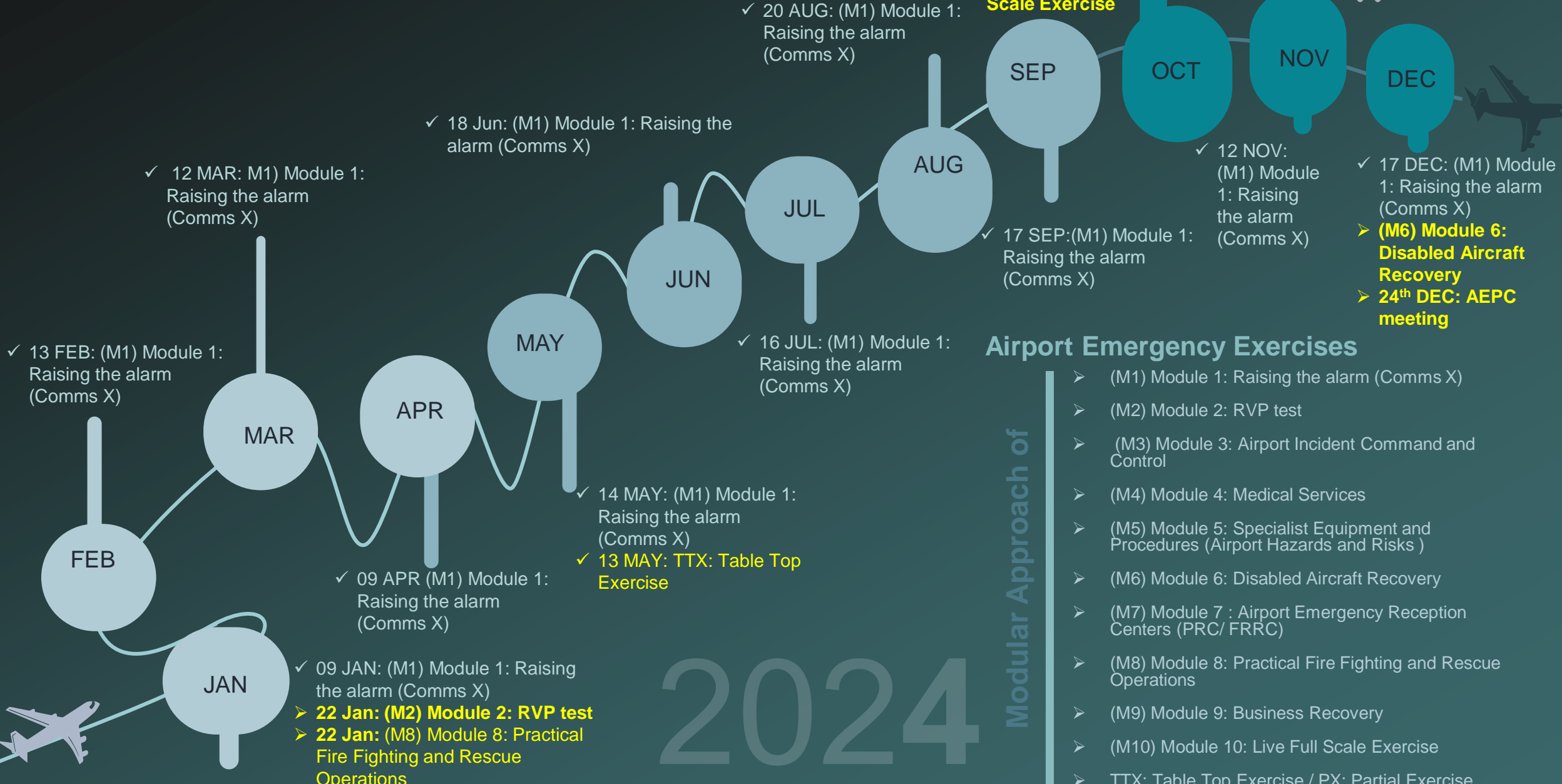
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Oman Airports

PRC and FRRC Training

- ✓ Regular training under the activation of M7 of emergency planning (Airport Emergency Reception Centers)
- ✓ During partial and full scale exercises where applicable as per exercise objectives.
- ✓ Discussion- based exercises like Table tops



MCT International airport Emergency planning program 2024



2024

Airport Emergency Exercises

- (M1) Module 1: Raising the alarm (Comms X)
- (M2) Module 2: RVP test
- (M3) Module 3: Airport Incident Command and Control
- (M4) Module 4: Medical Services
- (M5) Module 5: Specialist Equipment and Procedures (Airport Hazards and Risks)
- (M6) Module 6: Disabled Aircraft Recovery
- (M7) Module 7 : Airport Emergency Reception Centers (PRC/ FRRC)
- (M8) Module 8: Practical Fire Fighting and Rescue Operations
- (M9) Module 9: Business Recovery
- (M10) Module 10: Live Full Scale Exercise
- TTX: Table Top Exercise / PX: Partial Exercise

Modular Approach of



Enhancement Plan- Digital Forms workflow





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Why shift to digital forms

- ✓ To streamline the form filling and solidify the data collection process.
- ✓ To standardize the input and data in a digital form that reject invalid inputs.
- ✓ To provide a safe warehouse for form submission and eliminate the risk of document corruption.
- ✓ To control access and reduce unnecessary form filling.
- ✓ To reduce paper waste and reduce stationary cost.
- ✓ To provide business intelligence ready data that can be analyzed for future decisions .



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Form Design

The form converts every field In the paper form and turn it into a digital form that validates input and saves submission in an easy to access list.



Passenger Information Form



Passenger Full Name الإسم الرباعي للمسافر

Gender الجنس

Male ذكر

Date Of Birth تاريخ الميلاد

mm/dd/yyyy

Nickname اللقب

Any important Remarks? (Elder, pregnant, ill or other?) هل هناك صعوبات تتعلق بالسن أو الحمل أو الأمراض الأخرى؟

Other issues أخرى مشاكل

Travel Together with someone ? Traveling companions هل تسافر مع أحد ما ؟ مرافقي السفر

الاسم (name)	صلة القرابة (Relationship)	Any other information
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Does anyone come to the airport to meet you? Please write his/her name with phone number. هل أتى شخص ليزورك في المطار ؟ أدخل تفاصيله

الاسم (name)	صلة القرابة (Relationship)	رقم الهاتف (Phone number)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Are there any family members to be contacted? Please write names and phone numbers هل لديك أفراد من العائلة يمكن التواصل معهم ؟ أدخل أرقام تواصلهم

الاسم (name)	صلة القرابة (Relationship)	رقم الهاتف (Phone number)	العنوان (Address)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Medical services- Casualty Exercise video

Always Remember!

“ An airport can become many things during disaster response, However not many things can become an airport.”

Dr. James F. Smith , USA

Thanks You



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TRANSOM
Handling
التعامل

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