



**NH Aircraft Emergencies, Accidents, and Incidents**  
**Procedures for Notification and Investigation**  
**Prepared October 18, 2013**

**Call 9-1-1**  
**and**  
**New Hampshire State Police Dispatch at**  
**1-800-525-5555 (\*77 from NH cell phones).**

**DO NOT DELAY** calling 9-1-1. Once the initial emergency has passed, call NH State Police to initiate the investigation process.

If able, provide any or all of the following information when you make your phone calls:

- Time and location of accident or incident
- Aircraft's tail number and extent of aircraft damage
- Name of pilot and passengers
- Extent of injuries
- Extent of property damage

The New Hampshire State Police have procedures in place to contact the Bureau of Aeronautics in the event of an aircraft accident. The Bureau of Aeronautics has a responsibility to respond promptly to aircraft accidents and to notify the Federal Aviation Administration (FAA) and the National Transportation Safety Board (NTSB).

Additionally, a member of the Bureau of Aeronautics is often the first trained accident investigator to the accident scene therefore providing invaluable assistance to the FAA and NTSB in the conduct of their official investigation.

*New Hampshire Department of Transportation*  
*Bureau of Aeronautics*  
*For further information, contact the Bureau of Aeronautics*  
*at (603) 271-2552*

## Frequently Asked Questions

- **9-1-1 vs. 1-800-525-5555:** Please call 9-1-1 first. This will bring local emergency responders to the scene and provide the help needed to save lives and property. Once the scene is secure or other people are handling the emergency, please call NH State Police dispatcher next at 1-800-525-5555 or \*77 from any NH cell phone. Let the NH State Police dispatcher know that there's been an aircraft accident and that they need to contact NHDOT/Bureau of Aeronautics. The 9-1-1 dispatchers are not NH State Police and their only job is to get emergency responders to you from the closest possible source.
- **What happens when you call 1-800-525-5555?** This phone number is for NH State Police Dispatch. NH State Police have a written protocol to follow when they understand that there's been an aircraft accident or incident, but it's always good to let them know that they need to contact NHDOT/Bureau of Aeronautics. The NH State Police have instructions on how to reach someone from NHDOT/Bureau of Aeronautics' office 24/7. Once NHDOT/Bureau of Aeronautics has been called by NH State Police, the NHDOT/Bureau of Aeronautics will contact the appropriate federal, state, and/or local folks who have jurisdiction or information about the emergency. This includes the FAA and, if needed, NTSB. This leaves you free to address the emergency while NHDOT/Bureau of Aeronautics makes those contacts for you. These contacts are not first responders; they are the investigators who want and need to understand what happened and identify how to prevent this type of emergency in the future. NHDOT/Bureau of Aeronautics will work with you to collect the needed data or arrange for a site visit after the emergency has passed.
- **Do you need to call FAA or NTSB?** No – not immediately. While the requirements for the pilots (if able) of certain aircraft accidents to contact FAA, NTSB, and NHDOT/Bureau of Aeronautics still stand, by contacting NH State Police (1-800-525-5555) who then contacts NHDOT/Bureau of Aeronautics, the NHDOT/Bureau of Aeronautics will be contacting the right people at FAA (and NTSB, if needed) to inform them about the aircraft emergency. Together, FAA, NTSB, and NHDOT/Bureau of Aeronautics will get back to you shortly after being notified of the emergency to begin the data gathering needed for the investigation. You won't need to hunt for the right contacts to make if you just call NH State Police (1-800-525-5555).
- **Who from NHDOT/Bureau of Aeronautics deals with aircraft emergencies?** On a rotating basis, the Aviation Planner and Senior Aviation Planner are on call 24/7 and the Aeronautics Administrator acts as backup. NHDOT/Bureau of Aeronautics' role is to facilitate the aircraft emergency investigation with the FAA, NTSB, local police and fire departments, air traffic control, NHDES, airport management, witnesses, and pilot(s).
- **What if the aircraft emergency is not located at the airport?** That depends...if you, as airport manager/owner, know (e.g., from radio calls, visual sighting, pilot report...) that an aircraft went down off airport property, call 9-1-1 AND NH State Police (1-800-525-5555) immediately to let them know about a possible aircraft accident. If you have no knowledge of any aircraft accident off airport property, there's nothing for you to do. In these cases, most likely the public will call 9-1-1. Once NHDOT/Bureau of Aeronautics finds out about an aircraft accident, the NHDOT/Bureau of Aeronautics will follow up on it contacting the appropriate agencies to begin the investigation process.