

**Continental Flight 3407 Crash Frequently Asked Questions (FAQs)  
Talking Points for 211 Staff**

Clarence Town Supervisor's Office – 716- 741-8930

Continental Airline Hotline 1-800-621-3263 or 1-901-346-6162

National Transportation Safety Board (NTSB) MEDIA ONLY – 1-202-557-1350  
[www.NTSB.gov](http://www.NTSB.gov)

**FAQs for Call Takers**

1. **I have a question about the status of the investigation?**  
News media should contact NTSB.  
The general public should refer to briefings by the media; for more information go to the NTSB website.
2. **Why is it taking so long to recover remains?**  
The recovery process is time consuming due to technical requirements and the need to be thorough and respectful.
3. **Is the area outside of the quarantined area safe?**  
No hazards have currently been identified.
4. **Who is paying for this?**  
Continental Airlines and their insurance carrier will be paying for costs associated with the incident.
5. **What are the names of the people on the plane?**  
Refer questions to Continental Airlines Hotline.
6. **What are the environmental impacts of the crash?**  
The first stage of the incident is to investigate the incident. When this is complete, a comprehensive environmental survey and assessment will be conducted by various state and local agencies to ascertain the environmental impact.
7. **What are the health effects of the crash?**  
There do not appear to be any immediate health risks to the public. A safety plan for the site is in place to protect responders. Persons who are experiencing health concerns should contact their physician.
8. **When can we return to the site?**  
The re-entry plan is being developed.
9. **I'm not from Clarence. Can I attend the "Town Hall" meeting tomorrow?** No, The briefing is only for the Town residents, and will not include the media. The Clarence Community Assistance Briefing is Sunday February 15, 2009, 1:00 PM, at the Clarence High School. The briefing is only for the Town residents, and will not include the media. A panel of agencies from the Town of Clarence and Erie County will be present to provide information on health and stress related support; Environmental concerns; and county and local response efforts.
10. **Why are you doing autopsies?**  
Autopsy is being done to assist with identification, not as a determination of cause of death.