

Response Planning and Disaster Preparedness: Operator Perspective



Emergency and Disaster Preparedness at Airports



Severe Weather



Fire, Power Outages



Active Assailants



Hurricanes, Flooding



Accidents and Incidents



Drones, Security Breach

Emergency Preparedness Cycle

- ➔ Management of an accident or disaster situation does not start when the event occurs.
- ➔ The planning and coordination for response to any type of accident or disaster must be performed well in advance of an actual event between the airport authorities and all stakeholders.



How can the airport community assist each other?

- ➔ Creation of Emergency Response Working Group (ERWG).
- ➔ The ERWG's goal is to make sure that everyone associated with the airport is ready to help and support passengers, staff, and the general public in the case of a variety of emergencies or disaster circumstances.
- ➔ The airport emergency manager or operations manager should be in charge of the ERWG and help to meet, organize, guide, mentor, support, and introduce members to the many resources and local support systems needed to address emergencies.

Airport Emergency Response Working Group (ERWG)

➔ Should meet 3-6 times a year to discuss Emergency Response/Disaster plans

➔ Stakeholders:

- Airport authorities
- Airport Fire and Rescue
- TSA/FBI/Local law enforcement
- Customs and Border Protection (CBP)
- Aircraft operators
- Paramedic/Ambulance Services
- Local Hospital Representatives
- Red Cross, Salvation Army
- Coroner/Medical Examiner
- Others (clergy, veterinary services, airport tenants, nearby hotel managers, etc.)

Drills and Exercises

- Active Shooter
- Accidents and Incidents/Family assistance
- Unmanned aerial drone threats
- AVSEC
- Family Assistance
- Tornadoes, Hurricane, Earthquakes
- Fires, Power Outages



PHOENIX SKY HARBOR INTERNATIONAL AIRPORT 2022 Emergency Preparedness Exercise Schedule

Month	Date/Time	Topic	Type
January	Wed, 1/19/2022 1:30PM	AVN Continuity of Operations Plan (COOP) Process	TTX
February	Wed, 2/16/2022 1:30PM	Perimeter Security Breach	TTX
March	Wed, 3/23/2022 1:30PM	Unmanned Aerial Vehicle/Drone - w/TSA	TTX
April	Wed, 4/20/2022 1:30PM	Airport Repatriation	TTX
*May	Wed, *5/25/2022 TBD	State of AZ SERP/Repatriation - w/OHSEM	FSE
June	Wed, 6/22/2022 1:30PM	Natural Disaster / Severe Weather / Power Failure – w/NWS	TTX
July	Wed, 7/20/2022 1:30PM	Active Shooter/ Post Disaster Family Assistance	TTX
August	Tues, 8/17/2022 11:00AM	Aviation Security Exercise (AVSEC)	TTX
September	Wed, 9/21/2022 1:30PM	Public Health Incident	TTX
October	Wed, 10/19/2022 1:30PM	Super Bowl Preparation	TTX
November	Wed, 11/16/2022 1:30PM	Airport Emergency Plan	Review
December	No Exercise Planned		

TTX – Tabletop Exercise

FSE – Full-Scale Exercise

Airport Emergency Response Working Group (ERWG)

➔Resources available:

- Properly trained personnel.
- Appropriate ER spaces: PGA, FRC, and Reunification Areas
- Basic supplies: water, snacks, blankets, first aid kits, etc.
- Determine transportation resources(buses, minivans, taxis, car rental services).
- Identify hotels to lodge accident survivors, family members, or stranded passengers in the case of severe weather.
- Source heavy equipment (cranes, loaders, road graders, etc.) to remove disabled aircraft.
- Plan medical assistance with the nearby hospitals and ambulances.
- Prepare to engage the media with public relations experts – Social media/traditional media.

Local Airline Plan During an Aircraft Emergency

- Notify HDQs SOC/OCC
- Activation of Go Team
- Activate Local Command Post

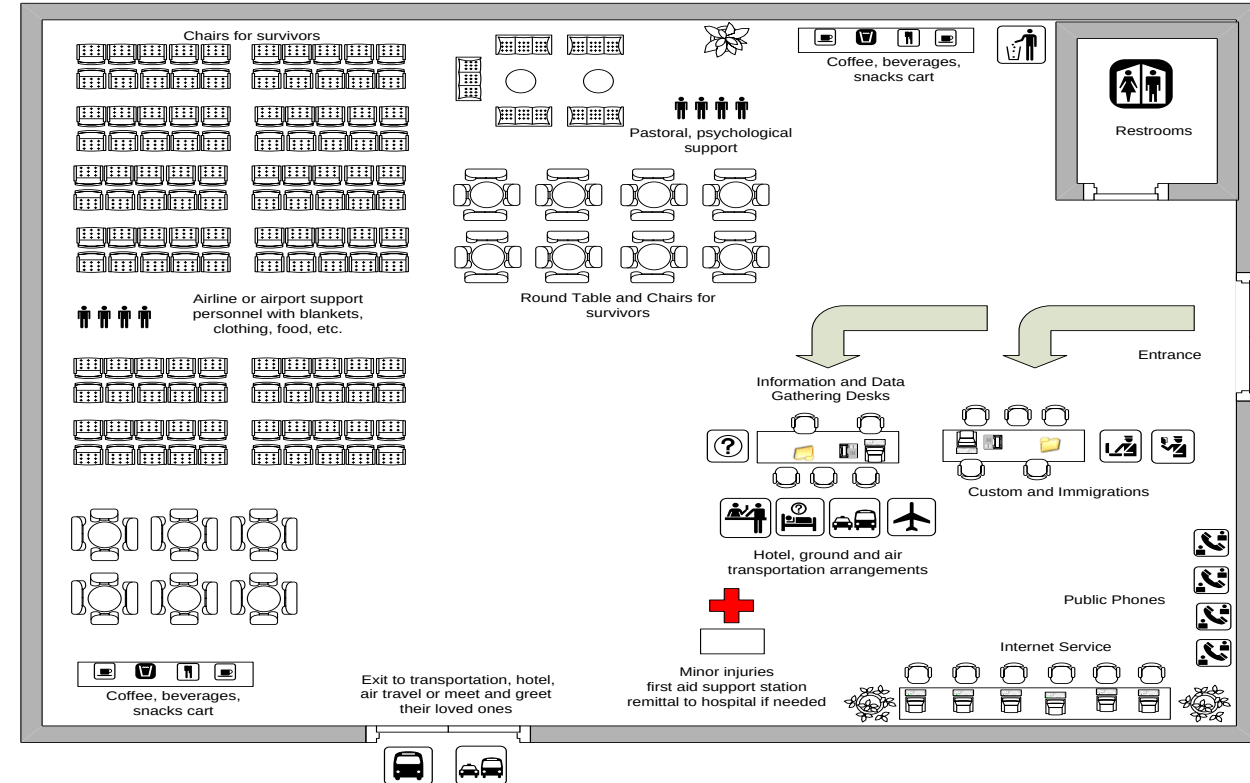
Send Representatives to:

- Airport's Emergency Operation Center (EOC)
- Mobile Command Post (if authorized/required)
- Ticket counter
- Airport's Friends and Relatives Center (FRC)
- Airport's Passenger Gathering Area (PGA)
- Passengers/Families Reunification Area
- Crew Assistance Area
- Arrange Family Assistance Center Hotel (s)



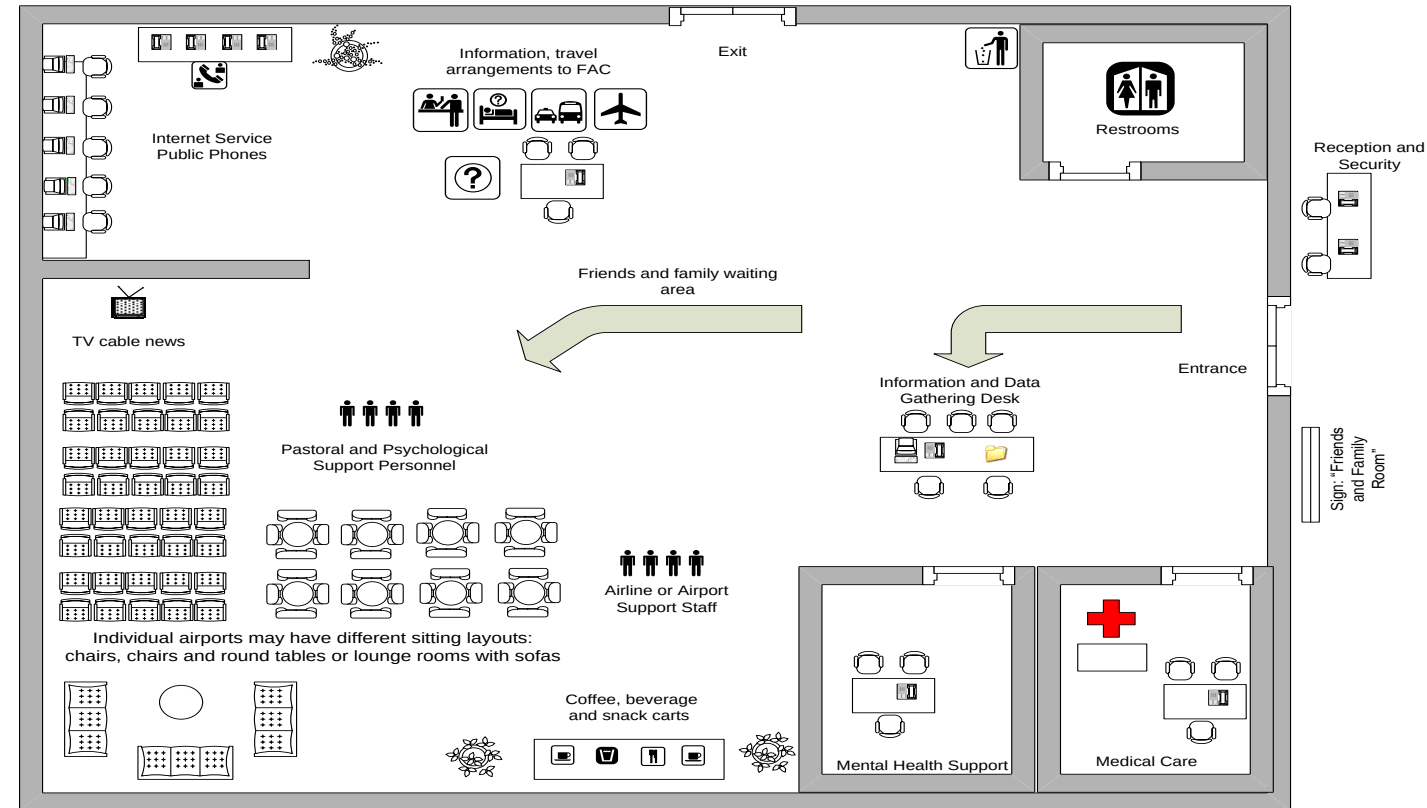
Airport Facilities: Passenger Gathering Area (PGA)

- Safe and secure area for survivors
- Medical care (second triage)
- Water, snacks, blankets, etc.
- Availability of phones, phone chargers, WIFI
- Chairs and tables
- Restrooms nearby
- Immigration and customs
- Passenger information forms
- Transportation/Accommodation arrangements



Airport Facilities: Friends and Relatives Center (FRC)

- Safe area for families/friends
- Reception/security desk
- Water, snacks, blankets, etc.
- Availability of Phone chargers, WIFI
- Chairs and tables
- Restrooms nearby
- Friends/Relatives Information Forms
- Medical/Mental Health/Spiritual Support
- Briefings about status of loved ones
- Transportation/Accommodation



Reunification Location

- ➔ Secure area where survivors will meet their friends & family
- ➔ Possible Location: FAC Hotel or dedicated area at the airport
- ➔ Should be protected from the media and curiosity seekers
- ➔ Medical/spiritual support as needed
- ➔ Ease of exit once the family has been reunified
- ➔ Offer necessary services and assistance:
 - Water, snacks, restrooms
 - Transportation
 - Communication
 - Lodging
 - Replacement of clothing and shoes
 - Return of luggage
 - Replacement of IDs, Passports, credit cards, etc.



Medical Services, Ambulances and Hospitals

- ➔ Adequate medical services and supplies at the airport
- ➔ Able to triage and stabilize the most seriously injured
- ➔ Able to provide first aid to the less seriously injured
- ➔ Able to provide transportation to adequate medical facilities
- ➔ Proper victim accounting: number and names or descriptions of the victims sent to each hospital for follow-ups
- ➔ Hospital liaison to advise on the status of patients



Fatalities Management

- ➔ Directed by local medical examiner/forensic teams
- ➔ Enough resources to handle multiple casualties
 - Personnel from other jurisdictions if required
 - Enough body bags for the number of fatalities
 - Transportation vans
 - Morgue facilities
 - Temporary morgues if needed (refrigerated trucks)
 - Forensic interviews and management of DNA samples
 - DNA labs
 - Funeral homes and repatriation teams



Aircraft Accident Site Preservation

➔ Preservation of aircraft wreckage, mail, cargo, and records, requires that airport/airline operators preserve aircraft wreckage, recorders, documents, etc. until the National Transportation Safety Board (NTSB) or its authorized representative takes custody of such items.

NOTE:

The wreckage may be disturbed to remove injured or trapped persons; to protect the wreckage from further damage, or to protect the public from injury (if so, take pictures for records).



Aircraft Removal

- ➔ Once the accident site has been cleared by the investigative authority, the airline will coordinate with its insurers and Airbus/Boeing Technical Support for the removal of the disabled aircraft.
- ➔ The insurer may source out local equipment or bring specialized equipment to move the aircraft.



Personal Effects

- ➔ Recovering the personal effects of victims is a critical and meaningful activity for most families.
- ➔ As such, these items hold a high degree of emotional attachment for the families and loved ones.
- ➔ Special care must be taken in handling, cleaning, and return of the items.



Site visits/Wreckage Viewing

- ➔ At the request of family members, a family visit to the accident scene should be considered.
- ➔ It should not be scheduled until the location is safe and human remains, as well as visually distinguishable personal belongings, have been removed or are no longer visible from the vantage point of the viewing area.



Pre-Site Visit Planning

- ➔ Roles and responsibilities of agencies
- ➔ Transportation plan
- ➔ Photography/phone policy
- ➔ Condition of the site
- ➔ Water, snacks, tissue paper
- ➔ Portable toilets
- ➔ Weather forecast (hot, cold, rainy)
- ➔ What they may smell, see and hear
- ➔ Chaplains, crisis counselors, medical teams



Afriqiyah Airways Flight 771 – Tripoli, Libya – May 12, 2010



Germanwings Flight 9525 -March 24, 2015

Memorial Services

➔ Coordination and planning with the Red Cross, families/survivors, airlines, airports, religious, city, or government leaders

➔ Considerations

- Site
- Speakers
- Clergy
- Flowers, music, invites
- Transportation
- Child Care
- Dove or balloon releases



Air France Flight 447 Memorial -June 1, 2009



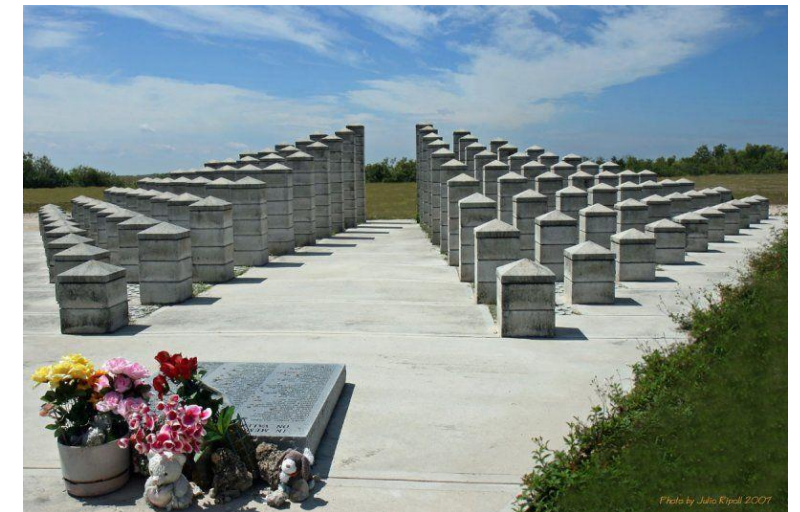
Ukraine Intl. Flight 752 Memorial -January 8, 2020

One Year Anniversary

➔ On the one-year anniversary of the accident, families, and communities typically seek to erect a monument or permanent memorial to memorialize the victims.



➔ Family members must be included in the planning process for any physical monument funded by the air carrier, according to the Aviation Disaster Family Assistance Act of 1996.



Conclusion

- ➔ Success in the management of a mass fatality incident is measured in large part by the survivors, family members, the public, and the media.
- ➔ As airline and airport representatives, we can make a difference by preparing and educating ourselves for the different variables and scenarios in ER and family assistance and being ready to offer the best of us when families are most vulnerable.



Closing Quotes

All we must do in the business of airline emergency response is ask: How would I want to be treated. More importantly, how would I want my family to be treated.

Jim Hall
Former NTSB Chairman



The secret of crisis management is not good vs. bad, it's preventing the bad from getting worse.

Andy Gilman
CEO Commcore Consulting Group



THANK YOU FOR YOUR TIME AND ATTENTION

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