



Solutions for Unified Critical Communications



# Enhancing First Response

*Consistent Lessons from Aviation Incidents*

| Airports@Work

# Today's Panel

- Michael Nonnemacher, Fort Lauderdale Ops
  - Barbara Webster, Spirit Airlines Emergency Response and BC
  - Scott Lanter, Lexington Bluegrass Ops
  - Michael Cardarelli, Everbridge
- 
- When is an event an airport response, and when is it an airline response?
    - Aviation incidents require a humanitarian response

# What can we learn from Brussels?



## Brussels police were forced to use WhatsApp during attacks

"It was a helpless situation. Orders were not received and no one knew what was being done. The mobile network was down too," "Fortunately, WhatsApp was still working. Without the app we wouldn't have been able to communicate at all."



Communication is Routinely Impacted by Local Incidents

# After-Action Reviews Focus on Communication

- Brussels Transportation Attacks
- Paris, November 2015
- LAX Active Shooter
- IAH Active Shooter
- JAX Bomb Threat Closure
- SFO Asiana 214
- Cities of Boston, Watertown, Waltham

## Consistent Findings and Recommendations:

### + Train as you will fight

- *Use same technology in daily ops as you'll use during disaster*

### + Don't promote a false sense of security

- *Traditional communication often fails during regional incidents*

### + Automate communication plan

- *Incident severity is directly correlated with human error*

# Barbara Webster, Director, Emergency Response and BC Spirit Airlines

# Airport Emergency Response Working Groups

- Establish an Emergency Response Working Group
- Include ALL stakeholders
- Identify key areas
- Set up the notification system
- Practice!

# Plan for it

- An airline without a *functional* plan
- Pre-identify locations
  - Media
  - Passenger Gathering Area (Uninjured)
  - Friends & Relatives Center
  - Reunification
- The beauty of the Emergency Working Group
- Business continuity

# Triennial Drills

- “Show & Go” is not a strategy
- Include passenger tracking to hospitals
- Add a regional hospital representative to your EOC
- Drill the family reunification component
- Include Public Relations & Communications



# We are...

---

One Industry

One Community

Compassionate Human Beings

**We should respond...**

---

**TOGETHER**

# Scott Lanter, Director, Public Safety and Operations Lexington Bluegrass Airport



## NTSB Conclusions

The first officer's survival was directly attributable to the prompt arrival of the first responders; their ability to extricate him from the cockpit wreckage; and his rapid transport to the hospital, where he received immediate treatment.

The emergency response for this accident was timely and well coordinated.



## LEX Conclusions

Command and control was excellent.

Communications were not.

Stakeholder support was superb.

Previous planning was invaluable.

All hazards approach to planning was invaluable.

Holistic approach to assistance is the key.



# Planning

We discovered that the planning process, which was years and years in the making, was key.



**"IN PREPARING FOR BATTLE I HAVE ALWAYS  
FOUND THAT PLANS ARE USELESS, BUT  
PLANNING IS INDISPENSABLE."**

**DWIGHT D. EISENHOWER**

© Lifehack Quotes

## Its all about taking care of people

“Hersman is happy to return the compliments. As a young NTSB board member, the 5191 crash was one of the worst she had ever seen, and she learned a great deal, not just about accident investigations, but about the best ways to deal with families and communities.”

Lexington Herald Leader, August 2011

