

# Emergency Response Preparedness

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**Don Rickerhauser**

**Manager, Safety and Security**

# Why have a plan?

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Every aviation organization, which includes, operator, service provider, maintenance organization, and airport should have an emergency response plan. The survival of a company can depend on how it handles the first few hours or days following an accident.

- Source: Transport Canada document “Safety Management Systems – TP 13739”

# Why have a plan?

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- Respond to the critical nature of the first hours following the accident
- Have trained, prepared leaders and alternates for each task of the emergency response
- Have clear, rehearsed plans and checklists
- Keep ahead of the situation and not get overwhelmed
- Communicate - Internal and external

# Why have a plan?

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- Provide immediate organization
- Provide company policy on the response to an emergency
- Identify internal and external participants to the response
- Provide coordination and communication
- Provide assistance to the passengers and crew and their families
- Provide media policy and guidance
- Provide guidance on regulatory compliance
- Provide adequate and appropriate response utilizing a series of checklists

# Why have a plan?

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- AC-120-92A “SMS for Aviation Service Providers”
  - Element 1.4 “Emergency Preparedness and Response” (Level 2)
    1. Identify hazards that have the potential for accidents and incidents
    2. Coordinate and plan the organization’s response to accidents, incidents or operational emergencies; and
    3. Execute periodic exercises of the organization’s response.

# Why have a plan?

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- 14 CFR Part 91, Subpart K
  - § 91.1021(b)

CFR 91.1021(b) states:

*“Each program manager must establish procedures to respond to an aviation incident / accident.”*

# Why have a plan?

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- 14 CFR Part 5 (When final and subject to change)
  - § 5.27 “Coordination of emergency response planning.”
    - a) Delegation of emergency authority throughout the certificate holders organization
    - b) Assignment of employee responsibilities during the emergency and;
    - c) Coordination of the certificate holder’s emergency response plans with other organizations it must interface with during the provision of its services.

# Why have a plan?

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- Air Charter Safety Foundation Industry Audit Standard.
  - Section 1.0 “Corporate Organization and Management”
    - Element 5.0 “ Emergency / Contingency Management”
      - 5.1 Planning

“The Operator shall have a current emergency response plan, or process, in place that addresses at a minimum, the following events:”



# Why have a plan?

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- **Major or Catastrophic Accident**
- **Missing Aircraft**
- **Emergency Airborne or potentially hazardous condition**
- **Hijacking**
- **Bomb Threat / terrorist act**
- **Reportable incidents to the NTSB**
- **Facility Accident / Incident**
- **Aircraft Damage**
- **Environmental event**
- **Health Related event**
- **Employee Welfare following an event**
- **Business Continuity / Recovery Plan**
- **Managing events that occur outside the country**

# Plan Development

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## 3 Essential Parts to the ERP

- Emergency Response Plan Manual
- Emergency Response Training (initial and recurrent)
- Emergency Response Exercises / Simulation.

# Plan Development

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**The manual should include 3 sections:**

- Plan administration
- Event categories and checklists
- Appendices

# Plan Development

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## Plan Administration

- Control Page
- Table of Contents
- Record of Revisions
- List of Effective Pages
- **Overview and Policy**
- **Duties and Responsibilities**
- **Notification Procedures**

# Plan Development

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## Event Categories and Checklists

- Category A – Major or catastrophic aircraft accident
- Category B – Missing aircraft
- Category C – In-flight aircraft emergency
- Category D – Hijacking
- Category E – Bomb Threat
- Category F – NTSB Reportable Events
- Category G – Facility Accident or Incident

# Plan Development

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## Appendices

- Forms
- Emergency Directory
- Next-of-Kin Notification
- Field Team Clothing and Kits
- Family Assistance Plan
- Media / Communications
- International procedures

# Plan Administration

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## Overview and Policy

- Applicability and Authority
- Policy
  - Normal and Emergency Operations
  - Liability
  - Insurance
  - Communications
  - Media
  - Documentation
- Manual Administration and Responsibility
- Manual Revision Process

# Plan Administration

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## Duties and Responsibilities

This section provides an outline of the basic job description and progression of tasks of tasks for the members of the Emergency Operations Team.

Members of the response teams (including alternates) must maintain the following commitments:

- Be available
- Respond to accidents and incidents in accordance with the ERP
- Participate in training and exercises
- Maintain equipment and documentation
  - Manual and call lists
  - Personal “go-team” kits



# Plan Administration

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## Duties and Responsibilities (cont.)

Emergency Response Team has 2 divisions:

1. Headquarters Team
  - Direction
  - Integration
  - Coordination
  - Media and Communications
  
2. Field Team
  - Technical Support
  - Family Assistance

# Plan Administration

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## Duties and Responsibilities (cont.)

### Headquarters Team

- Emergency Operations Director
- Headquarters Operations Coordinator
- Flight Operations Coordinator
- Maintenance Operations Coordinator
- Legal Coordinator
- Risk Management Coordinator
- Finance Coordinator
- Headquarters Human Resource Coordinator
- Environmental Protection Agency Coordinator
- Public Relations Director

# Plan Administration

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## Duties and Responsibilities (cont.)

### Field Team

- Field Team Director
- Field Operations / Investigations Coordinator(s)
- Field Human Resources Coordinator
- Family Assistance Team Leader
  - Family Assistance Team

# Plan Administration

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## Concept of Operations

- Verify the Accident
- Query the source
  - How do you know the aircraft belongs to your organization?
  - Can you identify the aircraft?
  - What is the location?
  - Is fire / police at the scene?
- Use the Accident Verification Form, you will need this information
- Once accident is verified, notify the Emergency Operations Director.

# Event Categories and Checklists

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## Category A

**Major or Catastrophic event where full company mobilization is required.**

- Substantial damage to aircraft, or
- Serious or fatal injury to one or more persons, or
- Substantial damage to property caused by the aircraft

# Event Categories and Checklists

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## Category B Missing Aircraft

Event where an aircraft is considered to be missing when its position is unknown and with the supply of fuel carried, it can no longer be airborne; or is completely inaccessible.

- Potential Category A

# Event Categories and Checklists

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## Category C In-flight Aircraft Emergency

An emergency condition reported in-flight by the flight crew necessitating company assistance or guidance.

- Notification is selective
- Guidance brings specific departments into play

# Event Categories and Checklists

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## Category D Hijacking

An unlawful seizure of an aircraft, either in the air or on the ground, by a person or group of persons.

- Notifications
  - Transportation Security Operations Center
  - FBI
  - FAA Communications Center
  - FAA Operations Center
  - FAA ATC Operations



# Event Categories and Checklists

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## Category E Bomb Threat

Bomb threat targeted against a company aircraft or facility.

- 2 Classifications
  - Non-specific
    - PIC Notification not required
    - Must report to Transportation Security Operations Center within 72 hours
  - Specific
    - Positive Target Identification (PTI)
    - Activate your ERP for a PTI
    - Always use the “Bomb Threat Checklist” for a PTI

# Event Categories and Checklists

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## Category E (cont.)

### Specific Bomb Threat

- Specific Notifications
  - Transportation Security Operations Center – Immediately
  - FBI
  - FAA Communications Center
  - FAA Operations Center
  - FAA ATC Operations Center
  - Airport Authority where aircraft is located
  - Local law Enforcement

# Event Categories and Checklists

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## Category E (cont.)

### Facility Bomb Threat

- Call 911 and provide the following
  - State that you received a bomb threat
  - Your name
  - Company name
  - Building name
  - Building address
  - Your floor location
  - The name of person who received the threat if not you.

# Event Categories and Checklists

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## Category F NTSB Reportable Events

Any occurrence that is reportable to the National Transportation Safety Board (NTSB).

- What events are reportable
- Who to notify
- Information to be given
- NTSB office locations and contact numbers
- 49 CFR 830

# Event Categories and Checklists

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## Category G

### Facility Accident / Incident / Evacuation

An accident or incident that results in substantial damage to a company facility caused by natural disaster, fire, explosion or mishap.

- Facility Evacuation
- Crisis Management Team notification
- Facility Emergencies

# Event Categories and Checklists

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- Aircraft Damage
- Environmental Event
- Health Related Event
- Employee Welfare following an event
- Business Continuity / Recovery Plan
- Managing events that occur outside the country

# Appendices

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- Forms
- Emergency Directory (internal and external)
- Next-of-Kin Procedures
- Field Team Go Kits
- Family Assistance Plan

# Exercise

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## ERP Exercise

How well we respond to an accident largely depends on the time and resources you devote to preparation and exercising.

An exercise program is the principal method of testing and validating your capability to successfully implement our emergency response plan and perform the functional standards that are expected of you.



# Resources

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## The Van Allen Group

- **Emergency Response Plan**
  - Training
  - Exercise / Simulations
  - Workshops
- [www.vanallengroup.com](http://www.vanallengroup.com)

# Resources

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## National Transportation Safety Board Training Center

- **Transportation Disaster Response Courses**
  - **Emergency Responders**
  - **Family Assistance**
  - **[www.nts.gov/academy](http://www.nts.gov/academy)**
  - **3-day courses**
    - **October 4 – 6, 2011 (Family Assistance)**
    - **November 15- 17, 2011 (Emergency Responders)**

# Resources

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- **University of Southern California – Viterbi School of Engineering**
  - **Aviation Safety and Security Certificate Program**
    - **Accident / Incident Response Preparedness**
      - **Response Plan Development**
      - **Family and Victim Assistance**
      - **Communication and Media Planning**
    - **3 – day course**
    - **March 28-30 and October 17- 19, 2011**
    - **[www. viterbi.usc.edu/aviation](http://www.viterbi.usc.edu/aviation)**

# Resources

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- **Aviem International – [www.aviem.com](http://www.aviem.com)**
  - **Emergency Management Consulting Company**
    - **Corporate Response Plans**
      - Assist with development of a new plan
      - Upgrade or enhance existing plans
      - Audit existing plans
    - **Training**
      - Emergency Operations Management
      - Human Services
      - Media Communications
    - **Exercises and Drills**
      - Table-top
      - Functional
      - Full Scale

# Resources

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# Emergency Response Preparedness

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**Thank You**