WEBVTT

1
00:00:00.535 --> 00:00:02.215
Ladies and gentlemen, welcome

2
00:00:02.395 --> 00:00:05.135
to the 2019 Flight Test Safety Workshop.

3
00:00:05.785 --> 00:00:07.125
Please take your seats.

4
00:00:07.585 --> 00:00:09.805
We are now beginning our interactive

5
00:00:09.875 --> 00:00:11.285
emergency response program.

6
00:00:12.525 --> 00:00:14.685
Portions of our program are intended

7
00:00:14.785 --> 00:00:16.325
to add a degree of realism.

8
00:00:16.585 --> 00:00:18.775
While nothing is unnecessarily dramatic

9
00:00:19.155 --> 00:00:20.735
or intentionally graphic,

10
00:00:21.285 --> 00:00:24.655
this program could still induce strong emotions based on

11
00:00:24.655 --> 00:00:26.615
your own life and work experiences.

12
00:00:27.265 --> 00:00:30.325
We do have specially trained counseling resources in the

13
00:00:30.325 --> 00:00:31.485
room if you need them.

14
00:00:32.145 --> 00:00:33.395
Look toward the back of the room

15
00:00:33.395 --> 00:00:35.875
for someone wearing the Maroon Help Team, lanyard

16
00:00:36.775 --> 00:00:38.445
thank you in advance for your attention

17
00:00:38.585 --> 00:00:39.765
and your participation.

18
00:00:40.705 --> 00:00:42.965
Our program Countdown is beginning now.

19
00:01:29.955 --> 00:01:32.785
Hello and welcome to the Aerospace division

20
00:01:32.925 --> 00:01:34.425
of the Goddard Reinhardt Company.

21
00:01:35.225 --> 00:01:37.785
I am Vivian Bowman, director of Communications.

22
00:01:38.625 --> 00:01:42.465
I often wonder if John Reinhardt envisioned the success

23
00:01:42.465 --> 00:01:45.825
of this company back in 1979 when he started it.

24
00:01:46.125 --> 00:01:48.425
The Goddard Reinhardt Aerospace Division

25
00:01:49.105 --> 00:01:51.785
licensed in Delaware with the corporate headquarters

26
00:01:52.165 --> 00:01:54.865
and production facilities at the New Castle County

27
00:01:54.895 --> 00:01:56.585

Airport right outside.

28
00:01:56.585 --> 00:02:00.305
Wilmington is an industry leader in new aircraft design,

29
00:02:01.105 --> 00:02:02.865
engineering, and commercial placement.

30
00:02:04.045 --> 00:02:08.825
Our newest aircraft still in the test phase is the XV 77 R

31
00:02:09.255 --> 00:02:11.185
with expected certification this year.

32
00:02:12.255 --> 00:02:15.265
This is the world's first vertical takeoff jet aircraft

33
00:02:15.325 --> 00:02:17.385
for business aviation applications.

34
00:02:18.215 --> 00:02:20.825
With the combinations for two crew and four passengers.

35
00:02:22.415 --> 00:02:25.985
This isn't just another successful company. We're a family.

36
00:02:27.005 --> 00:02:29.185
We lean on and trust each other.

37
00:02:30.165 --> 00:02:32.025
We are not defined by the easy times,

38
00:02:32.645 --> 00:02:35.385
but the actions that we take during the difficult ones.

39
00:02:36.155 --> 00:02:40.385
Thank you and welcome to the Goddard Reinhard family to

40
00:02:50.565 --> 00:02:53.095
Happening now at the Goddard Reinhardt Company.

41
00:02:54.535 --> 00:02:58.035
The new XV seven seven R has just taken off

42
00:02:58.175 --> 00:02:59.285
for another test flight.

43
00:02:59.795 --> 00:03:03.945
Excitement in the GRC Aerospace Telemetry Center is high.

44
00:03:04.745 --> 00:03:07.835
This innovative aircraft is nearing certification testing

45
00:03:08.175 --> 00:03:10.795
and hopefully soon introduction into

46
00:03:10.795 --> 00:03:11.915
the commercial marketplace.

47
00:03:12.625 --> 00:03:14.325
Flight controllers are actively tracking

48
00:03:14.505 --> 00:03:18.405
and recording telemetry data for the XV seven seven R.

49
00:03:19.015 --> 00:03:21.475
We will now transition over to a live feed

50
00:03:21.655 --> 00:03:22.715
as flight controllers.

51
00:03:22.715 --> 00:03:24.315
Talk to the aircraft en route.

52
00:03:25.245 --> 00:03:29.415
Good afternoon. I'm Vivian Bowman from GRC here in our

53
00:03:29.445 --> 00:03:32.575
Aerospace Division Telemetry Center.

54
00:03:32.955 --> 00:03:35.695

Yes, it's a mouthful, but it is an exciting day here for us.

55
00:03:36.075 --> 00:03:39.495
We are here monitoring our fir, our fourth

56
00:03:39.555 --> 00:03:43.455
and final flight of the xv seven seven R

57
00:03:44.035 --> 00:03:48.495
and we are going to, um, livestream the monitoring

58
00:03:48.525 --> 00:03:49.615
between the center

59
00:03:49.875 --> 00:03:54.535
and the flight crew as we watch on the monitors their

60
00:03:54.545 --> 00:03:55.775
final flight today.

61
00:03:56.315 --> 00:03:59.935
So you are gonna hear a lot of jargon, a lot of new words,

62
00:04:00.895 --> 00:04:02.095
acronyms, things you probably

63
00:04:02.095 --> 00:04:03.255
don't know, things I don't know.

64
00:04:03.455 --> 00:04:05.935
I do know that there is a tail number on this aircraft,

65
00:04:06.385 --> 00:04:09.615
which is November 0 9, 9 Delta Charlie,

66
00:04:10.155 --> 00:04:12.975
or nine Delta Charlie, um,

67
00:04:13.115 --> 00:04:17.935
or N 0 9 9 DC It can be called lots of things.

68
00:04:17.955 --> 00:04:19.935
So a lot of communication between our center here

69
00:04:19.955 --> 00:04:21.455
and our flight crew up in the air.

70
00:04:21.875 --> 00:04:23.015
Um, we are here with Jimmy.

71
00:04:23.145 --> 00:04:25.215
Jimmy is the technician here in the center

72
00:04:25.275 --> 00:04:28.175
and he's going to be telling you a little bit about what all

73
00:04:28.175 --> 00:04:29.455
of these monitors, um,

74
00:04:29.555 --> 00:04:33.095
and screens are telling him about what is happening, uh,

75
00:04:33.095 --> 00:04:34.775
with the flight crew on the flight.

76
00:04:35.865 --> 00:04:38.535
Jimmy, thank you for your time and explaining to us today.

77
00:04:39.095 --> 00:04:40.975
Absolutely, Vivian. So basically

78
00:04:40.975 --> 00:04:45.055
before the XV seven seven R can be certified, it has to go

79
00:04:45.055 --> 00:04:47.415
through a rigorous flight testing process, which is

80
00:04:47.415 --> 00:04:48.535
what we're documenting here today.

81
00:04:49.195 --> 00:04:51.575

You can see all the different data on the monitors

82
00:04:51.715 --> 00:04:53.175
and that's all of the telemetry

83
00:04:53.175 --> 00:04:55.055
that the aircraft is transmitting back here

84
00:04:55.155 --> 00:04:57.095
to the GRC operation center.

85
00:04:57.395 --> 00:04:59.775
That's what all of the different monitors have displayed.

86
00:04:59.795 --> 00:05:02.095
So we're keeping track of the different electronic systems

87
00:05:02.155 --> 00:05:06.135
on the aircraft, the flight systems, the uh, anti-icing,

88
00:05:07.675 --> 00:05:09.735
um, apparatus on the bird, as well

89
00:05:09.935 --> 00:05:11.815
as different things like the pressurization systems.

90
00:05:12.145 --> 00:05:13.815
We're also monitoring the communications

91
00:05:13.815 --> 00:05:17.055
between the aircraft and the tower as well as, um,

92
00:05:17.105 --> 00:05:19.575
internally from us to the aircraft.

93
00:05:20.355 --> 00:05:23.095
So we can always more

94
00:05:23.095 --> 00:05:24.575
or less be in constant communication

95
00:05:24.645 --> 00:05:28.375
with the crew from the the GRC operation center here.

96
00:05:28.715 --> 00:05:30.055
And you're talking with them directly

97
00:05:30.115 --> 00:05:31.735
as they're up there, correct? Correct.

98
00:05:31.795 --> 00:05:34.455
Ground. This is nine delta Charlie, we're gonna need

99
00:05:34.455 --> 00:05:36.335
to expedite back to the field.

100
00:05:38.355 --> 00:05:39.895
Lot of stuff going on. It's very busy.

101
00:05:41.195 --> 00:05:42.615
So I believe that was the flight crew.

102
00:05:42.995 --> 00:05:45.215
Uh, talking to the ground. This

103
00:05:45.215 --> 00:05:46.215
Is nine double Charlie.

104
00:05:46.305 --> 00:05:48.015
We're declaring an emergency.

105
00:05:50.965 --> 00:05:52.095
Okay. Um, I think

106
00:05:52.095 --> 00:05:53.695
what we're gonna do right now is we're gonna cut

107
00:05:57.045 --> 00:05:59.285
Go Loss of telemetry data.

108
00:05:59.885 --> 00:06:01.845

November 0, 9 9, Delta, Charlie.

109
00:06:53.385 --> 00:06:53.675
Well,

110
00:06:59.175 --> 00:06:59.665
alright.

111
00:06:59.885 --> 00:07:00.985
No one hopes ever gotta do this,

112
00:07:01.085 --> 00:07:03.145
but, uh, I've got your checklist.

113
00:07:06.915 --> 00:07:11.475
All right. I've got mine. Yep. My part.

114
00:07:11.535 --> 00:07:13.315
I'm gonna notify the exec leadership team.

115
00:07:13.625 --> 00:07:17.155
I'll go through that. And, uh, Jason, what's on yours?

116
00:07:19.345 --> 00:07:22.355
It's really happening right now. Okay.

117
00:07:22.855 --> 00:07:25.475
Uh, Mike says to receive notification report here,

118
00:07:25.535 --> 00:07:27.335
but we already did that.

119
00:07:27.675 --> 00:07:30.615
Uh, next is to lock down training and crew records,

120
00:07:31.195 --> 00:07:32.985
but it's not electronic.

121
00:07:33.005 --> 00:07:34.705
So what the hell does that mean?

122
00:07:36.115 --> 00:07:37.405
It's, uh, it seems to me

123
00:07:37.405 --> 00:07:39.325
that we're already into procedures

124
00:07:39.325 --> 00:07:41.095
and we're making some pretty big assumptions here.

125
00:07:41.555 --> 00:07:42.575
Are we a hundred percent certain

126
00:07:42.575 --> 00:07:44.065
that this is our plane that's down?

127
00:07:44.955 --> 00:07:46.855
Is there any chance we could be wrong about this?

128
00:07:47.575 --> 00:07:49.845
We have like exhausted every attempt.

129
00:07:49.845 --> 00:07:52.325
Have we exhausted every attempt to get verification

130
00:07:52.325 --> 00:07:53.525
that this is our airplane?

131
00:07:54.635 --> 00:07:56.335
I'm just saying we're not clear on everything.

132
00:07:56.365 --> 00:07:59.535
Have we done everything possible preceding my checklist?

133
00:08:00.655 --> 00:08:02.575
Didn't we do that before Jumping to procedures?

134
00:08:03.055 --> 00:08:04.695
I have to agree. I've just a court to come in here.

135
00:08:05.565 --> 00:08:07.485

I don't even know what we have, what's been verified,

136
00:08:07.485 --> 00:08:09.765
what's confirmed, and what are the facts of this event

137
00:08:09.785 --> 00:08:10.985
and what the event is.

138
00:08:11.605 --> 00:08:14.945
All I was told is the XV 77 R is involved an incident,

139
00:08:15.015 --> 00:08:16.375
some get in here.

140
00:08:16.795 --> 00:08:18.095
All right. Okay. Sorry.

141
00:08:19.185 --> 00:08:22.635
I'd assumed you guys knew what was was happening. Uh, yeah.

142
00:08:22.635 --> 00:08:24.875
Nine Delta Charlie, our 77 Romeo.

143
00:08:25.905 --> 00:08:27.765
We were conducting flight tests. It was all going well.

144
00:08:28.595 --> 00:08:30.815
And then, uh, we started hearing that some problems

145
00:08:31.635 --> 00:08:32.735
and that's when, uh, Jason

146
00:08:32.735 --> 00:08:35.875
and I, we were, we lost the, the TM stream.

147
00:08:35.975 --> 00:08:39.955
We lost the data and uh, it all went quite at the center

148
00:08:40.535 --> 00:08:40.755
and,

149
00:08:45.225 --> 00:08:45.965
uh, email.

150
00:08:46.195 --> 00:08:48.845
There's, uh, we've now got email confirmation that the

151
00:08:51.905 --> 00:08:54.155
none of this not a good scenario.

152
00:08:54.645 --> 00:08:55.750
Well, on, on the HR side, yeah,

153
00:08:55.750 --> 00:08:57.115
It's real On the HR side.

154
00:08:57.135 --> 00:08:59.395
I'm not really up on all this flight test jargon,

155
00:08:59.845 --> 00:09:02.065
but there is any chance that things, it'd still be okay.

156
00:09:02.655 --> 00:09:04.265
Forgive me for asking, but have we even

157
00:09:04.265 --> 00:09:05.385
tried to call them on the phone?

158
00:09:05.405 --> 00:09:06.405
Is that even possible?

159
00:09:07.845 --> 00:09:11.225
We, we lost radio. We lost radar. We've got ELT.

160
00:09:11.975 --> 00:09:13.335
It's not a good sign. Okay.

161
00:09:13.335 --> 00:09:16.255
No, we haven't called 'em on the cell

162
00:09:16.255 --> 00:09:17.415

phones. But yeah, we can try that.

163
00:09:18.205 --> 00:09:19.605
Something, I could rule that out.

164
00:09:20.675 --> 00:09:24.455
Procedures involve developing internal executive team,

165
00:09:24.525 --> 00:09:25.595
then our employees,

166
00:09:26.185 --> 00:09:29.065
and then something to the public relations, the media.

167
00:09:30.065 --> 00:09:33.695
I'm worried that before I start down this road

168
00:09:33.695 --> 00:09:35.055
that we've got a lot of stuff.

169
00:09:35.385 --> 00:09:37.575
We're not a hundred percent certain that it's our airplane.

170
00:09:38.345 --> 00:09:42.595
Well, I'm doing some pretty heavy things are gonna be hard

171
00:09:42.595 --> 00:09:45.315
to pull back, say that,

172
00:09:45.315 --> 00:09:47.875
but I'm also aware that the media is gonna get into this

173
00:09:47.895 --> 00:09:50.425
and gonna have something out on social media,

174
00:09:50.425 --> 00:09:53.715
stream media soon, gotta get things done.

175
00:09:53.715 --> 00:09:54.715
Pretty

176
00:09:55.875 --> 00:09:58.575
Not seeing in here what constitutes affirmed events.

177
00:09:59.465 --> 00:10:01.995
What is up with this? What's up with this emergency plan?

178
00:10:01.995 --> 00:10:03.835
It's an all or nothing document. I don't understand that.

179
00:10:04.775 --> 00:10:06.415
I think we need to do a lot of other confirmation

180
00:10:06.415 --> 00:10:09.975
that's like, I need to get someone to get eyes on

181
00:10:09.975 --> 00:10:12.135
that atory start pulling out.

182
00:10:14.265 --> 00:10:15.945
Yeah, that'd be nice, but it's not gonna happen.

183
00:10:16.645 --> 00:10:21.585
Craft was over the water when we've gotta get past this.

184
00:10:22.045 --> 00:10:23.395
We've gotta move quickly, but we

185
00:10:23.395 --> 00:10:24.475
need to be confident in what we know.

186
00:10:26.805 --> 00:10:30.475
How about, uh, look, we need to start working out

187
00:10:30.475 --> 00:10:33.515
what are the facts that we know If all get,

188
00:10:34.055 --> 00:10:35.475
get your checklist, get the paper out,

189
00:10:35.645 --> 00:10:37.715

start writing down line by line what it is we know,

190
00:10:38.055 --> 00:10:40.675
and then more importantly, what information you need.

191
00:10:41.285 --> 00:10:44.585
Next step, everyone take it

192
00:10:44.585 --> 00:10:45.825
down and then we'll move forward.

193
00:10:57.445 --> 00:11:00.185
Ladies and gentlemen, what you saw is obviously staged,

194
00:11:00.865 --> 00:11:02.805
but on any given day in flight tests,

195
00:11:02.805 --> 00:11:07.525
this is something to consider.

196
00:11:08.675 --> 00:11:09.695
I'm Tom Huff, the chairman

197
00:11:09.695 --> 00:11:10.735
of the Flight Test safety committee.

198
00:11:10.735 --> 00:11:13.095
And welcome to our morning emergency response plan tutorial.

199
00:11:13.485 --> 00:11:16.165
Last year at the workshop in Arlington, Texas,

200
00:11:16.385 --> 00:11:17.885
you all told us in the feedback

201
00:11:17.955 --> 00:11:20.005
that you wanted emergency response planning training.

202
00:11:21.125 --> 00:11:22.825
So this is our answer to that request.

203
00:11:24.435 --> 00:11:26.055
Now, here's our stated objectives,

204
00:11:28.985 --> 00:11:30.565
but really we want to get into your heads.

205
00:11:31.185 --> 00:11:32.325
We wanna stir your soul,

206
00:11:32.625 --> 00:11:33.805
and we want to touch your heart

207
00:11:34.275 --> 00:11:36.415
to answer two very important fundamental questions.

208
00:11:36.715 --> 00:11:39.925
Are you prepared? Will you succeed?

209
00:11:40.525 --> 00:11:45.245
I brought the best in

210
00:11:45.445 --> 00:11:47.885
the business here to help us facilitate this content today.

211
00:11:49.045 --> 00:11:51.915
Don Chu from Fireside Partners Air Force Veteran,

212
00:11:52.675 --> 00:11:54.285
established the training programs.

213
00:11:54.735 --> 00:11:57.115
The NTSB Training Academy in Ashburn, Virginia

214
00:11:58.235 --> 00:12:01.075
afforded several prominent commercial aviation accidents.

215
00:12:01.595 --> 00:12:05.035
Part of the, uh, disaster assistance to the NTSB

216
00:12:05.035 --> 00:12:08.395

as assistant director with him is his VP

217
00:12:08.395 --> 00:12:10.805
of operations, Carla Terrell.

218
00:12:11.155 --> 00:12:12.725
Over three decades of aviation

219
00:12:12.725 --> 00:12:16.135
and safety experience set up the, the, uh,

220
00:12:16.135 --> 00:12:19.035
emergency response programs for net jets in their Europe

221
00:12:19.055 --> 00:12:20.475
and Middle East operations.

222
00:12:21.305 --> 00:12:22.595
Also, she did entry into service

223
00:12:23.185 --> 00:12:25.965
for large transport aircraft for a prominent Saudi airline

224
00:12:26.805 --> 00:12:29.765
establishing their operation and training programs.

225
00:12:30.355 --> 00:12:34.485
Emergency response captured this

226
00:12:34.485 --> 00:12:35.885
screenshot from their latest newsletter.

227
00:12:36.525 --> 00:12:38.845
Fireside Partners provides not only services

228
00:12:39.505 --> 00:12:41.725
for their client base, and you can see they're quite busy

229
00:12:42.145 --> 00:12:45.055
monitoring a lot of activity and actually doing responses,

230
00:12:46.345 --> 00:12:49.405
but they provide worldwide training and emergency response.

231
00:12:50.645 --> 00:12:52.465
So if you need help in establishing a program,

232
00:12:52.745 --> 00:12:54.745
I am not getting a commission for Fireside Partners,

233
00:12:54.925 --> 00:12:56.545
but I'm thrilled that they joined us here today

234
00:12:56.925 --> 00:12:58.625
to help us learn more about how

235
00:12:58.625 --> 00:13:00.665
to do emergency response planning in the right way.

236
00:13:01.305 --> 00:13:02.845
We only have half a day to do this.

237
00:13:03.455 --> 00:13:06.335
We're merely priming the pump so that you can go home

238
00:13:06.335 --> 00:13:07.695
to your home base operations

239
00:13:08.115 --> 00:13:09.815
and ask those two important questions.

240
00:13:09.825 --> 00:13:12.645
Tough questions. Are we sufficiently paired?

241
00:13:13.665 --> 00:13:18.045
Will we succeed? With that, I turn it over to Mr. Don Chu.

242
00:13:24.985 --> 00:13:26.325
Sir, good morning everybody.

243
00:13:28.645 --> 00:13:32.585

Hey, thanks for, uh, gathering up to explore a subject

244
00:13:32.695 --> 00:13:35.995
that nobody in this room ever wants to really get good at.

245
00:13:36.495 --> 00:13:39.075
Uh, maybe some of you unfortunately have been through it,

246
00:13:39.075 --> 00:13:41.235
and I suspect you probably have, uh,

247
00:13:41.315 --> 00:13:43.815
events like the one we're simulating here

248
00:13:43.815 --> 00:13:46.895
with Goddard Reinhardt leave, uh,

249
00:13:47.125 --> 00:13:50.225
deep marks in organization's culture and identity.

250
00:13:51.095 --> 00:13:54.195
And I think one of the hardest things about responding

251
00:13:54.195 --> 00:13:56.955
to events like we're considering

252
00:13:57.615 --> 00:13:59.235
is everybody has a plan.

253
00:13:59.475 --> 00:14:00.675
I don't think that's the issue.

254
00:14:01.245 --> 00:14:03.145
The the real question is, does

255
00:14:03.255 --> 00:14:06.585
that plan support you in the way you need it,

256
00:14:07.275 --> 00:14:10.495
the way your team needs it to, uh, in the event you have

257
00:14:10.495 --> 00:14:11.855
to tackle something like this.

258
00:14:12.035 --> 00:14:14.615
So I'm gonna go through just some front end basics

259
00:14:14.615 --> 00:14:16.015
and really highlight, uh,

260
00:14:16.015 --> 00:14:18.735
what the team here is struggling with a little bit.

261
00:14:18.955 --> 00:14:21.055
Uh, they've got some challenges in front of 'em,

262
00:14:21.055 --> 00:14:22.615
and we'll start with a typical one.

263
00:14:23.155 --> 00:14:25.455
Uh, and I think you can kind of sense this from

264
00:14:25.455 --> 00:14:26.535
what they were talking about.

265
00:14:26.625 --> 00:14:30.415
First is this red binder, the proverbial red binder

266
00:14:30.415 --> 00:14:33.975
that sits on a shelf that you grab maybe when you,

267
00:14:34.035 --> 00:14:35.255
you drill and exercise.

268
00:14:35.365 --> 00:14:36.935
Hopefully you do. Uh,

269
00:14:36.955 --> 00:14:39.375
but God forbid you have to use it in a real event.

270
00:14:40.325 --> 00:14:44.305

Uh, one of the, the weird things about it is the activities

271
00:14:44.405 --> 00:14:49.215
and actions that precede or come before using the plan.

272
00:14:49.675 --> 00:14:51.800
And that's what these guys are really struggling with.

273
00:14:51.865 --> 00:14:53.445
And if you, you kind of make it a,

274
00:14:53.685 --> 00:14:56.165
a quasi algebraic formula.

275
00:14:56.525 --> 00:14:57.845
I don't know. I got into psychology

276
00:14:57.865 --> 00:14:59.165
so I wouldn't have to use math.

277
00:14:59.465 --> 00:15:01.125
Uh, but I'm gonna give it a shot.

278
00:15:01.195 --> 00:15:02.845
This is gonna be a clumsy attempt,

279
00:15:03.025 --> 00:15:05.365
but I kinda look at it in three variables.

280
00:15:05.645 --> 00:15:08.125
A, c and m I'll explain 'em here in a little bit.

281
00:15:08.765 --> 00:15:13.035
A meaning awareness that you have in front of you.

282
00:15:13.655 --> 00:15:16.595
The certainty and surety that this is us.

283
00:15:17.085 --> 00:15:18.955
There are no if ands or buts.

284
00:15:19.215 --> 00:15:21.835
And so some of that conversation up there was, Hey guys,

285
00:15:22.015 --> 00:15:25.035
you know, especially from hr, public relations, those

286
00:15:25.035 --> 00:15:27.715
that don't live in the aviation space every single day

287
00:15:27.715 --> 00:15:28.835
are gonna be activated.

288
00:15:29.135 --> 00:15:31.315
Get something on their phone and go, okay, I gotta report

289
00:15:31.815 --> 00:15:34.755
to this command center and be ready to do my job.

290
00:15:35.975 --> 00:15:37.195
But I'm still back here.

291
00:15:37.265 --> 00:15:41.325
Like, are we 100% certain this is us?

292
00:15:41.395 --> 00:15:42.445
That this is our airplane?

293
00:15:42.445 --> 00:15:45.665
That there's no way there was a technical glitch

294
00:15:46.085 --> 00:15:47.545
or that we're wrong about that.

295
00:15:48.525 --> 00:15:52.325
So that awareness piece is what you see up here.

296
00:15:52.325 --> 00:15:55.365
This is our quarterly recap from Q1 2019

297
00:15:56.585 --> 00:15:59.115

from our own monitoring center at our company.

298
00:15:59.615 --> 00:16:00.915
Uh, gives you a sense of

299
00:16:00.935 --> 00:16:03.475
how many flights in the business aviation space.

300
00:16:03.475 --> 00:16:06.315
That's the only space we really work in, uh, is

301
00:16:06.875 --> 00:16:09.075
business private families, that sort of stuff.

302
00:16:09.135 --> 00:16:10.275
The, the entities

303
00:16:10.275 --> 00:16:13.715
that don't have the resources in airline typically would

304
00:16:13.715 --> 00:16:15.635
have like an a OC airline operations center.

305
00:16:15.825 --> 00:16:17.445
So we provide that backend support,

306
00:16:17.745 --> 00:16:19.485
but our interest in doing that is not,

307
00:16:20.145 --> 00:16:21.405
you know, we care where people go.

308
00:16:21.985 --> 00:16:25.195
No offense. We don't. What we do care about is if

309
00:16:25.195 --> 00:16:28.195
where you're going turns into an irregular event,

310
00:16:28.335 --> 00:16:32.195
an unplanned, unscheduled diversion from your filed flight

311
00:16:32.225 --> 00:16:33.955
plan, that's where we care.

312
00:16:34.095 --> 00:16:38.395
So over 26,000 flights in Q1 this year already.

313
00:16:38.655 --> 00:16:41.395
And let's break down some of these awareness type numbers

314
00:16:41.785 --> 00:16:43.195
because these are important.

315
00:16:43.195 --> 00:16:47.025
And what this helps do is to achieve that very quickly

316
00:16:47.085 --> 00:16:50.065
and go, this is us and here's how we know it's our airplane.

317
00:16:50.125 --> 00:16:52.145
So let's move through what these guys were kind

318
00:16:52.145 --> 00:16:53.865
of in the mud about real quick.

319
00:16:53.925 --> 00:16:57.505
And just very quickly, the numbers are encouraging, right?

320
00:16:57.505 --> 00:16:59.705
There's not a lot out of those 26,000

321
00:16:59.705 --> 00:17:01.785
that turn into a diversion.

322
00:17:01.865 --> 00:17:03.265
I know I have a laser pointer here,

323
00:17:03.305 --> 00:17:04.305
I hope you all can see it.

324
00:17:04.305 --> 00:17:08.775

But only 223, uh, of those flights,

325
00:17:08.775 --> 00:17:11.615
of those 26,000 ended up diverting somewhere.

326
00:17:11.635 --> 00:17:15.255
It did not intend to go, meaning the crew didn't have time

327
00:17:15.255 --> 00:17:17.895
to refile in flight, changed their destination.

328
00:17:18.355 --> 00:17:21.375
And so the monitor, the guys monitoring, uh,

329
00:17:21.375 --> 00:17:22.975
this activity picked up on the fact

330
00:17:22.975 --> 00:17:25.855
that there was a diversion of those 223, 27

331
00:17:25.915 --> 00:17:29.015
of those were critical events in some fashion

332
00:17:29.125 --> 00:17:32.855
that means onboard medical, onboard mechanical, emergency,

333
00:17:32.875 --> 00:17:36.455
or some other factor where it became critical to the point

334
00:17:36.665 --> 00:17:39.895
where the crew is in an emergency condition of some sort.

335
00:17:40.645 --> 00:17:44.015
Most of them, as you suspect, resolve completely fine

336
00:17:44.045 --> 00:17:46.415
because of the airmanship of you and your colleagues.

337
00:17:46.795 --> 00:17:49.845
Uh, and these are things that are never talked about in, in,

338
00:17:49.845 --> 00:17:52.885
you know, NBAA forums or, or open sessions, right?

339
00:17:52.885 --> 00:17:54.445
Or the incredible acts of airmanship

340
00:17:54.445 --> 00:17:56.085
that you all do every single day.

341
00:17:56.545 --> 00:17:58.325
Uh, I wish we talked more about those things,

342
00:17:58.385 --> 00:18:00.445
but that's what some of these numbers actually tell us.

343
00:18:01.015 --> 00:18:03.535
And only five turned into,

344
00:18:04.255 --> 00:18:06.495
I say only five very humbly and very respectfully.

345
00:18:06.605 --> 00:18:11.295
Only five turned into actual ERP open

346
00:18:11.315 --> 00:18:12.895
and respond kind of events.

347
00:18:13.535 --> 00:18:16.155
So statistically it's what you suspect,

348
00:18:16.235 --> 00:18:18.235
I would imagine we're not doing a lot

349
00:18:18.235 --> 00:18:19.515
of these things, thank God.

350
00:18:20.055 --> 00:18:24.875
But when we do for those five, the organizations involved in

351
00:18:24.875 --> 00:18:28.575

that, very small people attached to that very small number,

352
00:18:29.125 --> 00:18:33.405
incredibly critical event walking through

353
00:18:33.405 --> 00:18:34.485
what we're talking about today.

354
00:18:34.545 --> 00:18:38.085
So awareness looking when you go home at your emergency

355
00:18:38.365 --> 00:18:39.605
response plan and say, do we have those front

356
00:18:39.605 --> 00:18:40.645
end things nailed down?

357
00:18:41.635 --> 00:18:43.135
Uh, I'll give you a couple of for instances.

358
00:18:43.135 --> 00:18:45.055
Things you could do when you get back that would,

359
00:18:45.055 --> 00:18:46.095
would help you significantly.

360
00:18:46.275 --> 00:18:49.695
One is these guys talked about the ELT transmission

361
00:18:49.805 --> 00:18:51.535
emergency locator transmitter.

362
00:18:51.835 --> 00:18:53.695
Uh, we have a running joke in our shop

363
00:18:53.695 --> 00:18:56.255
that when we have an ELT activation going off,

364
00:18:56.435 --> 00:18:59.445
that's the one sign that it's safe and in the hangar

365
00:19:00.395 --> 00:19:03.165
because most of those, right,

366
00:19:03.505 --> 00:19:06.725
or somebody jostling into the equipment, uh, forgetting

367
00:19:06.785 --> 00:19:08.525
to power it down before they change a

368
00:19:08.525 --> 00:19:09.565
battery or something like that.

369
00:19:09.585 --> 00:19:12.085
And it, it generates a message

370
00:19:12.265 --> 00:19:13.965
and we can resolve it very quickly.

371
00:19:14.455 --> 00:19:16.835
And that's, that's a cool thing to do too, is to, is

372
00:19:16.835 --> 00:19:18.435
to eliminate something very fast

373
00:19:18.495 --> 00:19:20.395
before you start calling the boss

374
00:19:20.415 --> 00:19:22.835
and saying, Hey, we got an ELT, it's time to open the ERP.

375
00:19:23.185 --> 00:19:25.235
Then you find out it really wasn't a big deal.

376
00:19:25.235 --> 00:19:27.115
There's also a way on a lot of aircraft

377
00:19:27.115 --> 00:19:28.715
to manually activate the ELT.

378
00:19:28.715 --> 00:19:30.715

Sometimes people bump it and what have you.

379
00:19:30.735 --> 00:19:32.115
You probably have stories of your own.

380
00:19:33.185 --> 00:19:34.805
My point is, pay attention

381
00:19:35.065 --> 00:19:38.285
to the phone number on your 406 megahertz ELT.

382
00:19:39.115 --> 00:19:43.055
Is it the right technical person in your organization

383
00:19:43.055 --> 00:19:46.355
that can clear that quickly and

384
00:19:46.455 --> 00:19:48.515
or knows where the airplane is supposed

385
00:19:48.515 --> 00:19:49.555
to be at any given time?

386
00:19:49.555 --> 00:19:51.235
And can do a quick logical matchup

387
00:19:51.235 --> 00:19:53.435
and say, well that airplane's not in route anywhere.

388
00:19:53.465 --> 00:19:55.475
It's in the hangar. This must be inadvertent.

389
00:19:55.795 --> 00:19:57.955
I can tell Tyndall Air Force base, right?

390
00:19:57.975 --> 00:19:59.675
The Armed Forces Response Coordination Center,

391
00:19:59.795 --> 00:20:02.275
I can tell them, Hey, our airplane's fine.

392
00:20:02.275 --> 00:20:03.715
This is not emergency condition.

393
00:20:04.215 --> 00:20:06.795
That's a question Lieutenant s mutley is

394
00:20:06.795 --> 00:20:07.925
gonna ask you, right?

395
00:20:07.925 --> 00:20:10.775
Mm-hmm. Do you need help? It's a verifiable emergency.

396
00:20:10.775 --> 00:20:13.865
And if so, what do you require for some rescue to be able

397
00:20:13.865 --> 00:20:16.305
to say, we're confident we, that's not needed.

398
00:20:18.385 --> 00:20:20.945
Alright, so where do those phone numbers for your ELT go?

399
00:20:20.965 --> 00:20:22.545
Go home. Take a hard look at that.

400
00:20:22.725 --> 00:20:25.125
You could put up to five on the,

401
00:20:25.125 --> 00:20:26.565
on the registration paperwork

402
00:20:26.625 --> 00:20:28.245
and I'd fill all five of those out.

403
00:20:29.245 --> 00:20:31.085
Somebody who's got the technical knowledge to clear it.

404
00:20:31.955 --> 00:20:33.515
Somebody who's available 24 7

405
00:20:33.615 --> 00:20:35.965

and then enough alternates safety net.

406
00:20:36.175 --> 00:20:38.145
That's, that's a really cool one.

407
00:20:38.145 --> 00:20:39.745
Uh, the other thing on the awareness piece,

408
00:20:40.015 --> 00:20:41.225
this is something we've learned,

409
00:20:41.245 --> 00:20:44.725
it won't make you feel really good, but the flight tracking

410
00:20:44.785 --> 00:20:46.325
or flight monitoring software

411
00:20:46.425 --> 00:20:47.805
that's out there, I won't name names.

412
00:20:47.805 --> 00:20:50.465
You know who they are, man, there's some weird stuff

413
00:20:50.465 --> 00:20:51.545
that goes on in those program.

414
00:20:52.495 --> 00:20:56.195
Uh, computers have a tough time interpreting data when

415
00:20:56.195 --> 00:20:57.755
they're not sure what they're looking at.

416
00:20:59.325 --> 00:21:01.145
But computers definitely do.

417
00:21:01.145 --> 00:21:03.065
So they, they go into things like drift mode,

418
00:21:03.245 --> 00:21:04.305
status unknown.

419
00:21:05.045 --> 00:21:09.425
Uh, we had an airplane couple months ago, leave Miami up

420
00:21:09.425 --> 00:21:11.745
to Orlando, did a button hook over Orlando

421
00:21:11.805 --> 00:21:12.945
and the data terminated.

422
00:21:12.945 --> 00:21:15.515
Every alarm we have went off in our center,

423
00:21:15.955 --> 00:21:17.295
the airplane was still in the hangar.

424
00:21:17.755 --> 00:21:19.045
Crew filed a flight plan.

425
00:21:19.265 --> 00:21:20.885
The computer knows it's in the system

426
00:21:20.905 --> 00:21:23.005
and is expecting to see an airplane at that time

427
00:21:23.305 --> 00:21:27.045
and just starts moving a shape across the screen when it

428
00:21:27.045 --> 00:21:28.765
eventually doesn't get any live data.

429
00:21:28.865 --> 00:21:31.205
It just terminates it. That's scary.

430
00:21:31.445 --> 00:21:33.725
I mean, if you're in the monitoring wanting to know

431
00:21:33.725 --> 00:21:35.985
where your stuff is, I think

432
00:21:35.985 --> 00:21:38.345

that's why there will never be a replacement

433
00:21:38.345 --> 00:21:41.675
for a human being attached to awareness activity.

434
00:21:41.945 --> 00:21:45.355
My opinion. Alright, that's the A of the formula.

435
00:21:45.655 --> 00:21:49.915
The next is the c confirmation of, okay, so we're aware,

436
00:21:49.935 --> 00:21:52.555
we got the reports, we got an ELT, we got all those things.

437
00:21:52.555 --> 00:21:54.395
Confirmation is a threshold.

438
00:21:55.135 --> 00:21:57.195
Did you hear, uh, one of the role players say,

439
00:21:57.375 --> 00:21:59.715
I'm not confident until I can have somebody go out there

440
00:21:59.735 --> 00:22:02.475
and look at the registration number and say, I'm here.

441
00:22:02.715 --> 00:22:06.395
I see it. This is us. Is that practical in our world?

442
00:22:07.425 --> 00:22:08.735
Right? Of course not, right?

443
00:22:09.195 --> 00:22:10.495
Not just because of the speeds

444
00:22:10.495 --> 00:22:12.655
and the physics involved in aviation accidents

445
00:22:12.655 --> 00:22:13.855
and the magnitude of them,

446
00:22:14.675 --> 00:22:16.455
but also the fact that we could be over water

447
00:22:16.515 --> 00:22:19.135
or inaccessible regions and all of that sort of stuff.

448
00:22:19.755 --> 00:22:22.455
So examine, when you go home, look at your ERP

449
00:22:22.455 --> 00:22:23.735
and look at that threshold point.

450
00:22:23.965 --> 00:22:25.775
What are we waiting for?

451
00:22:26.435 --> 00:22:28.575
Are there any elements that we say we're not gonna move

452
00:22:28.575 --> 00:22:30.015
forward until we see a tail number

453
00:22:30.015 --> 00:22:31.295
or someone can put eyes on it

454
00:22:31.715 --> 00:22:33.775
that's gonna hold you up for hours.

455
00:22:34.795 --> 00:22:36.755
They all know there's a lot

456
00:22:36.755 --> 00:22:39.555
of professional groups out there that will not wait.

457
00:22:40.845 --> 00:22:42.315
Right? And that of course are our friends

458
00:22:42.315 --> 00:22:43.475
in the broadcast business.

459
00:22:44.125 --> 00:22:46.705

Uh, and of course now we deal with the social spaces

460
00:22:47.895 --> 00:22:49.295
confirmation threshold.

461
00:22:49.405 --> 00:22:51.135
What do you really need to say?

462
00:22:51.635 --> 00:22:54.255
I'm confident with what I've got that it is time

463
00:22:54.715 --> 00:22:56.775
to call everybody and get 'em in here.

464
00:22:57.125 --> 00:22:59.235
In my mind, you're aware of it,

465
00:22:59.235 --> 00:23:00.515
your confidence in your aware,

466
00:23:00.585 --> 00:23:02.275
your confidence in your awareness structure.

467
00:23:02.735 --> 00:23:07.395
But also if the United States government believes you've had

468
00:23:07.435 --> 00:23:10.685
a plane crash and they're calling you about it, right?

469
00:23:10.705 --> 00:23:14.895
And that could be DOD or you know, against aviation.

470
00:23:14.915 --> 00:23:16.215
The FAAI should have asked if we

471
00:23:16.745 --> 00:23:18.305
eight people in here, sorry.

472
00:23:18.485 --> 00:23:20.865
Do we have any FA people in here by the way? No.

473
00:23:22.425 --> 00:23:24.035
Got away with another one. Um,

474
00:23:24.695 --> 00:23:26.225
they're not gonna identify now, right?

475
00:23:26.875 --> 00:23:29.675
If the government is communicating about an accident,

476
00:23:29.735 --> 00:23:32.475
that's enough to at least get this group together

477
00:23:32.615 --> 00:23:34.435
and start taking a hard look at it.

478
00:23:34.575 --> 00:23:37.275
At the very least, if it's a mistake, they need

479
00:23:37.275 --> 00:23:38.395
to rectify that quickly.

480
00:23:38.415 --> 00:23:43.295
And commun, that's the c confirmation, the last element

481
00:23:43.395 --> 00:23:48.355
to our algebraic formula, A plus C times multiplied by

482
00:23:49.315 --> 00:23:50.515
M, which is magnitude.

483
00:23:51.075 --> 00:23:52.695
How bad do we think it is?

484
00:23:54.015 --> 00:23:56.695
A lot of stop points for us are going to be, well,

485
00:23:56.715 --> 00:23:59.655
we can't go further until we know are the crew okay?

486
00:24:00.255 --> 00:24:01.395

Is the airplane just a little

487
00:24:01.495 --> 00:24:02.915
banged up and everything's fine?

488
00:24:03.295 --> 00:24:06.555
Or is it, you know, worst of times for us.

489
00:24:07.485 --> 00:24:10.105
And so you sit and you wait Now in your mind's eye,

490
00:24:10.205 --> 00:24:13.865
how long might it be before we actually know if our crew

491
00:24:13.865 --> 00:24:16.305
and passengers or our tech reps aboard

492
00:24:16.305 --> 00:24:21.225
or contractors aboard are okay hours, right?

493
00:24:21.325 --> 00:24:24.025
If it's an international event, perhaps even longer.

494
00:24:24.575 --> 00:24:27.635
So what I'm getting at is this front end ERP piece.

495
00:24:27.635 --> 00:24:30.675
Take a look at that. A plus C awareness plus confirmation

496
00:24:30.925 --> 00:24:32.835
times a sense of magnitude.

497
00:24:33.185 --> 00:24:36.075
Know that the magnitude piece is gonna come later than you

498
00:24:36.075 --> 00:24:39.995
want it to in almost every single instance, right?

499
00:24:40.055 --> 00:24:41.075
The don't wait.

500
00:24:41.465 --> 00:24:43.785
What is the worst mistake you can make

501
00:24:44.915 --> 00:24:47.585
practicing your emergency plan when you didn't have to?

502
00:24:47.805 --> 00:24:49.665
I'd rather defend that to the boss

503
00:24:50.225 --> 00:24:51.795
than waiting, waiting and waiting.

504
00:24:51.795 --> 00:24:53.395
And we had opportunities to help

505
00:24:53.415 --> 00:24:55.025
and we had opportunities to spawn

506
00:24:55.025 --> 00:24:56.105
and get resources in place.

507
00:24:56.655 --> 00:24:57.835
Didn't take advantage of it.

508
00:24:57.985 --> 00:25:00.345
Just we were waiting for these innocuous threats.

509
00:25:02.325 --> 00:25:04.315
Any questions or comments

510
00:25:04.455 --> 00:25:05.885
or you all,

511
00:25:07.595 --> 00:25:10.025
nothing worse than listening on inces.

512
00:25:11.065 --> 00:25:12.045
You wanna participate

513
00:25:30.615 --> 00:25:30.815

here?

514
00:25:32.925 --> 00:25:36.835
Social media got ahold of the fact that the cow

515
00:25:37.445 --> 00:25:39.975
on an island had the Qis logo.

516
00:25:41.105 --> 00:25:44.245
Social media reported it.

517
00:25:44.265 --> 00:25:46.965
So that's why I think that it's really important as part

518
00:25:46.965 --> 00:25:49.345
of the emergency response team to have a connection

519
00:25:49.345 --> 00:25:52.265
to social media so that in this particular case,

520
00:25:53.185 --> 00:25:54.975
peace on the ground and everybody thought

521
00:25:54.995 --> 00:25:56.255
the airplane had cracked.

522
00:25:56.845 --> 00:25:57.845
In fact, the truth

523
00:25:59.135 --> 00:26:01.735
Was that is, that is excellent and extremely relevant.

524
00:26:01.755 --> 00:26:04.645
And I not just 'cause I'm old,

525
00:26:04.825 --> 00:26:07.645
but I I'm not a big social media fan except

526
00:26:08.105 --> 00:26:10.685
for the technical value it provides to your

527
00:26:12.045 --> 00:26:13.405
dis carve yourself off of all

528
00:26:13.405 --> 00:26:14.965
of the non-qualified commentary

529
00:26:14.965 --> 00:26:16.685
that you're gonna get in the social media space.

530
00:26:17.105 --> 00:26:18.925
But these people do take pictures,

531
00:26:19.325 --> 00:26:21.345
they do shoot video, right?

532
00:26:21.405 --> 00:26:24.785
You can get a lot of technical information from that,

533
00:26:24.845 --> 00:26:28.275
or at least confirmation information from social media.

534
00:26:28.455 --> 00:26:31.475
So it's more of a finger on the pulse thing, right?

535
00:26:31.505 --> 00:26:34.235
Than a hey, we're gonna try to respond to every, uh,

536
00:26:34.385 --> 00:26:36.305
professional, qualified.

537
00:26:36.305 --> 00:26:38.155
Of course it's gonna make a comment about it.

538
00:26:38.155 --> 00:26:39.675
That's excellent. Thank you for bringing that up.

539
00:26:39.675 --> 00:26:41.595
Anybody else got anything else

540
00:26:41.625 --> 00:26:43.115

that from experience or thoughts?

541
00:26:43.210 --> 00:26:47.925
Yes, sir. You know, they're running with the microphone.

542
00:26:47.995 --> 00:26:49.885
I'll just, so so talk about the kids.

543
00:26:49.995 --> 00:26:51.365
Talk about whatever you want to talk about.

544
00:26:51.435 --> 00:26:52.525
Yeah, I'm, I'm getting my steps.

545
00:26:54.685 --> 00:26:56.985
So I'm wondering if you would do some sort of phased

546
00:26:57.745 --> 00:27:01.535
response case they know, you know, something happened

547
00:27:01.795 --> 00:27:04.845
and go out there with your public relations.

548
00:27:05.895 --> 00:27:07.175
Yeah, we have an airplane that's missing.

549
00:27:07.635 --> 00:27:08.815
Get that out there.

550
00:27:09.375 --> 00:27:10.735
'cause you know that, but you don't know.

551
00:27:12.955 --> 00:27:14.215
So, uh, well that,

552
00:27:14.215 --> 00:27:16.495
that's a $10 million question and an excellent one.

553
00:27:16.495 --> 00:27:18.935
And his comment is, you know, communication

554
00:27:18.935 --> 00:27:21.655
and speed, which you may see me again in this program,

555
00:27:21.795 --> 00:27:24.135
and I'm gonna be talking a lot about communication.

556
00:27:24.275 --> 00:27:27.015
It is a big piece. Uh, what do you say?

557
00:27:27.715 --> 00:27:28.875
And when, and,

558
00:27:28.895 --> 00:27:32.635
and I remember, you know, one of the comments up here, uh,

559
00:27:32.895 --> 00:27:35.195
was kind of alluding to the fact of, wait a minute,

560
00:27:35.205 --> 00:27:37.355
we're getting ready to do some big things here

561
00:27:37.775 --> 00:27:39.435
and we're still stuck back here,

562
00:27:39.735 --> 00:27:41.635
but yet you could feel the time crunch, right?

563
00:27:41.655 --> 00:27:44.315
The the last comment from our emergency response director

564
00:27:44.315 --> 00:27:46.195
was, we have got to get past this.

565
00:27:46.415 --> 00:27:47.995
So here's what you're gonna do.

566
00:27:48.445 --> 00:27:50.435
Write down what you know factually

567
00:27:51.255 --> 00:27:54.635

and then write down what you need in order to move ahead.

568
00:27:54.635 --> 00:27:56.035
What do you need confirmation on?

569
00:27:56.205 --> 00:27:58.235
Think about your emergency plan at home.

570
00:27:58.855 --> 00:28:03.245
How do you present to this group the factual data set?

571
00:28:03.245 --> 00:28:04.325
And keep it in front of people?

572
00:28:04.325 --> 00:28:06.725
Because as we start to communicate, like you're talking

573
00:28:07.925 --> 00:28:10.685
about, your public relations person is gonna need a

574
00:28:10.685 --> 00:28:11.845
factual data set.

575
00:28:12.065 --> 00:28:14.485
Are we all 100% on this? Yes, we are.

576
00:28:14.715 --> 00:28:18.245
Alright, what I'm gonna do is I'm gonna start communicating.

577
00:28:18.375 --> 00:28:19.725
We're gonna talk about communication

578
00:28:19.755 --> 00:28:20.765
hierarchy here in a minute.

579
00:28:20.765 --> 00:28:22.855
That's, that's a huge broad out, sir. Bravo.

580
00:28:23.285 --> 00:28:25.335
I'll come back to it. And if I don't throw something at me,

581
00:28:25.335 --> 00:28:29.825
and, uh, sir, he just like,

582
00:28:31.685 --> 00:28:32.825
I, I kind of like it too.

583
00:28:39.645 --> 00:28:40.665
Hey, yeah, I don't know, uh,

584
00:28:40.665 --> 00:28:42.665
how many other people might share this situation,

585
00:28:42.805 --> 00:28:45.225
but, um, we, we found kind of a little bit

586
00:28:45.225 --> 00:28:48.025
of a vulnerability in terms of next of kin notification.

587
00:28:48.955 --> 00:28:52.915
Um, turns out that we thought HR could handle that just

588
00:28:52.915 --> 00:28:55.625
to find out they didn't know how to handle that.

589
00:28:56.365 --> 00:28:58.425
Uh, so I wonder if there's some practical advice

590
00:28:58.565 --> 00:29:01.895
or other than our pilot's office figuring it out.

591
00:29:02.475 --> 00:29:05.135
Yes, sir. Uh, boy, do I have practical advice on that one

592
00:29:05.135 --> 00:29:06.375
because that, that's a huge one.

593
00:29:06.795 --> 00:29:09.415
Um, so in, in general, I'm gonna answer it

594
00:29:09.415 --> 00:29:10.535

and then I'm gonna come back a little later

595
00:29:10.535 --> 00:29:11.935
and we're gonna dive into that a little bit.

596
00:29:12.355 --> 00:29:14.955
Um, the,

597
00:29:15.535 --> 00:29:19.035
the failures in executing emergency response plans,

598
00:29:19.215 --> 00:29:23.375
in my experience, never related intelligence of the group

599
00:29:23.805 --> 00:29:26.265
that's responding, nor the intent.

600
00:29:27.185 --> 00:29:29.845
So you got smart people and our hearts are in it.

601
00:29:29.995 --> 00:29:33.545
That's powerful. What's missing is context

602
00:29:34.485 --> 00:29:36.065
and execution, right?

603
00:29:36.245 --> 00:29:39.585
And clarity. So I, I'm smart and I'm willing

604
00:29:39.685 --> 00:29:41.330
and my heart's in it, and I wanna do the

605
00:29:41.330 --> 00:29:42.350
right things for our people.

606
00:29:43.225 --> 00:29:44.725
How do I do that?

607
00:29:45.065 --> 00:29:49.445
In our ERPs, it says, notify next of kin

608
00:29:50.105 --> 00:29:52.285
and then it moves on to something else as though

609
00:29:52.545 --> 00:29:54.205
that's something you could just scratch off

610
00:29:54.205 --> 00:29:55.245
with a pen and go, yeah, got it.

611
00:29:55.245 --> 00:29:57.245
Check done. Let's move on. No, no.

612
00:29:57.245 --> 00:29:59.725
What you're talking about is, is where

613
00:30:00.715 --> 00:30:02.375
not just brand protection lives,

614
00:30:02.475 --> 00:30:05.575
but that's where who we really are as an organization,

615
00:30:05.645 --> 00:30:06.995
it's an UNC entity.

616
00:30:07.405 --> 00:30:10.425
It's an opportunity to demonstrate our professional

617
00:30:10.425 --> 00:30:11.985
and compassionate side and,

618
00:30:12.045 --> 00:30:15.775
and not by active omission necessary purposefully,

619
00:30:15.775 --> 00:30:18.475
but we a lot of times rob ourselves of that opportunity.

620
00:30:18.795 --> 00:30:20.465
We're gonna talk about what to do about it.

621
00:30:20.605 --> 00:30:22.985

And you sir, may hear a little conversation about

622
00:30:22.985 --> 00:30:24.265
that coming up next.

623
00:30:24.285 --> 00:30:25.985
So with that, I'm gonna flip it back

624
00:30:26.445 --> 00:30:29.585
to our friends at the Goddard Reinhardt Company still

625
00:30:29.655 --> 00:30:31.625
executing their emergency response plan.

626
00:30:32.045 --> 00:30:34.105
Uh, they've got their factual information data

627
00:30:34.165 --> 00:30:35.465
set starting to come together.

628
00:30:35.925 --> 00:30:38.825
Uh, and our leader, our emergency response director,

629
00:30:39.215 --> 00:30:41.895
gonna continue to coach the team through the response.

630
00:30:42.005 --> 00:30:43.005
Here

631
00:30:48.485 --> 00:30:49.485
We go.

632
00:30:59.835 --> 00:31:02.335
All right, I've got the list together.

633
00:31:03.765 --> 00:31:05.225
Here's what we know are facts

634
00:31:08.385 --> 00:31:10.845
decided that there's no doubt about, okay,

635
00:31:12.755 --> 00:31:14.095
we had the aircraft in the area

636
00:31:14.875 --> 00:31:17.615
and the telemetry center was in communication with the crew

637
00:31:18.035 --> 00:31:19.975
and they requested a return to the airfield.

638
00:31:20.125 --> 00:31:22.265
They declared an emergency,

639
00:31:23.135 --> 00:31:24.475
but they never told us what it was.

640
00:31:27.085 --> 00:31:29.725
And then the TM stream lost.

641
00:31:31.535 --> 00:31:34.565
Sorry to interrupt, but saying that's a fact,

642
00:31:38.375 --> 00:31:40.995
not to be a pain, but this is important if we're laying

643
00:31:40.995 --> 00:31:43.715
down, um, fact that we don't aren't,

644
00:31:44.575 --> 00:31:45.575
Alright. Alright. Okay.

645
00:31:45.575 --> 00:31:48.285
Jason, can you call the guys in the TM center

646
00:31:49.185 --> 00:31:51.355
makes, we're gonna need a time hack.

647
00:31:51.435 --> 00:31:53.595
Alright? Let's just get the time hack for when we lost,

648
00:31:54.175 --> 00:31:55.305

when we lost the data stream.

649
00:31:56.705 --> 00:31:58.925
All right? At least we hear otherwise we're gonna proceed

650
00:31:59.405 --> 00:32:00.705
as if that was the fact.

651
00:32:02.025 --> 00:32:05.695
Alright, next thing, we've got the email

652
00:32:05.755 --> 00:32:07.255
and then the call from Tyndall.

653
00:32:08.025 --> 00:32:11.075
Alright? They've got our ELT got the lat long,

654
00:32:12.085 --> 00:32:13.865
lat long is off the New York coastline,

655
00:32:14.455 --> 00:32:15.785
several miles off the coast.

656
00:32:17.875 --> 00:32:18.995
Alright, next on my list.

657
00:32:22.535 --> 00:32:25.585
Alright, we've still got air traffic control trying

658
00:32:25.585 --> 00:32:27.315
to make contact, alright?

659
00:32:27.315 --> 00:32:28.515
But they're still unsuccessful.

660
00:32:29.005 --> 00:32:30.065
And the radar return

661
00:32:30.085 --> 00:32:31.665
and the ELT coordinates line up,

662
00:32:33.275 --> 00:32:34.465
we've, we've crossed the threshold.

663
00:32:34.465 --> 00:32:38.445
It's real time to go for a full ERP activation.

664
00:32:42.015 --> 00:32:44.525
Alright then. A lot of work to do.

665
00:32:44.825 --> 00:32:48.835
Um, you asked me to establish what need for,

666
00:32:49.935 --> 00:32:53.695
you have most of what have need as far as statement are.

667
00:32:53.755 --> 00:32:54.755
Uh,

668
00:33:04.225 --> 00:33:05.985
I did off just off the phone with the tm.

669
00:33:06.045 --> 00:33:07.065
We did lose the, the,

670
00:33:08.955 --> 00:33:13.085
and those are the facts you asking about SOS on board court

671
00:33:14.465 --> 00:33:15.975
pilots and FTE.

672
00:33:18.715 --> 00:33:19.975
In that case, I'm gonna need names,

673
00:33:20.585 --> 00:33:23.345
emergency contact information next to kin for all of them.

674
00:33:23.345 --> 00:33:24.685
Onboarding contractor.

675
00:33:25.075 --> 00:33:26.645

Feel like we need to notify the families

676
00:33:26.745 --> 00:33:29.785
before been hold of this already hasn't,

677
00:33:30.365 --> 00:33:34.595
Not notify 'em of what written here.

678
00:33:34.935 --> 00:33:39.205
Notify next of kin's. See what you mean.

679
00:33:39.205 --> 00:33:43.405
But tell 'em, notify, notify emergency.

680
00:33:43.685 --> 00:33:44.885
There's no guidance what to say.

681
00:33:44.885 --> 00:33:46.275
It doesn't even say, not to say,

682
00:33:47.825 --> 00:33:48.885
how soon do we need to do this?

683
00:33:49.325 --> 00:33:50.385
How long do you think we wait?

684
00:33:50.525 --> 00:33:51.945
And what exactly are we waiting for?

685
00:33:52.545 --> 00:33:54.245
I'm concerned that they're gonna hear about this in some

686
00:33:54.245 --> 00:33:55.965
other way and that's not what families want to hear.

687
00:33:56.555 --> 00:33:57.655
I'd rather hear it from us first.

688
00:33:57.895 --> 00:34:00.195
Oh s**t guys.

689
00:34:00.435 --> 00:34:02.295
I just got a message that there's news outlet

690
00:34:02.295 --> 00:34:06.595
that if I can get it on the screen.

691
00:34:09.415 --> 00:34:12.315
We begin with that deadly plane crash on Long Island.

692
00:34:12.695 --> 00:34:14.995
It happened just before noon, a few miles south

693
00:34:14.995 --> 00:34:17.355
of the airport in West Hampton tonight,

694
00:34:17.445 --> 00:34:21.235
crews are still searching for two passengers tv 10 50 fives.

695
00:34:21.235 --> 00:34:24.035
Lisa Rosner is live for us in West Hampton with more. Lisa.

696
00:34:25.925 --> 00:34:27.615
Yeah, Jessica, you can see police tape

697
00:34:27.615 --> 00:34:30.575
behind me prevents anyone from accessing the beach here.

698
00:34:30.575 --> 00:34:33.335
We spoke with several witnesses who say this sounded

699
00:34:33.515 --> 00:34:36.055
and looked like an explosion at this point.

700
00:34:36.125 --> 00:34:39.415
There's around one dozen agencies involved on the federal,

701
00:34:39.505 --> 00:34:40.695
state, and local levels.

702
00:34:41.765 --> 00:34:43.175

They need a fly over to check

703
00:34:43.175 --> 00:34:45.175
for a possible plane down in La Warner.

704
00:34:45.595 --> 00:34:46.735
It happened in the vicinity

705
00:34:46.895 --> 00:34:48.815
of Dune Road near Rogers Beach.

706
00:34:49.195 --> 00:34:51.615
Tim Carbone was working at the Ocean Front Surf Club.

707
00:34:52.095 --> 00:34:53.135
I thought it was a stunt plane

708
00:34:53.155 --> 00:34:54.615
and I was looking, trying to see if I could

709
00:34:54.615 --> 00:34:55.815
find a plane and couldn't see it.

710
00:34:56.075 --> 00:34:57.775
And then boom, it was done.

711
00:34:57.775 --> 00:34:59.615
It was like, it was like the engine was

712
00:35:00.285 --> 00:35:01.975
stopped immediately. They

713
00:35:01.975 --> 00:35:05.535
Saw a small airplane just basically over the surf

714
00:35:05.535 --> 00:35:06.575
club over here blow up.

715
00:35:06.595 --> 00:35:09.695
And they set into three pieces, uh, in the

716
00:35:09.695 --> 00:35:10.695
Air. The Coast

717
00:35:10.695 --> 00:35:12.855
Guard found a debris field over the ocean

718
00:35:12.875 --> 00:35:14.015
in the village of Quo.

719
00:35:14.325 --> 00:35:16.255
It's still a search of recovery at this point.

720
00:35:17.075 --> 00:35:19.615
Um, the Coast Guard, along with other marine assets

721
00:35:20.165 --> 00:35:22.655
will continue, um, in that effort.

722
00:35:22.755 --> 00:35:25.295
Divers were on scene from multiple agencies.

723
00:35:25.635 --> 00:35:27.895
The Coast Guard has a crew in from Cape Cod.

724
00:35:28.075 --> 00:35:29.135
The New York State Police

725
00:35:29.315 --> 00:35:31.375
and the Air National Guard are involved too.

726
00:35:32.165 --> 00:35:36.765
It's tragic Now at this point,

727
00:35:36.765 --> 00:35:38.285
the FAA will investigate

728
00:35:38.285 --> 00:35:41.125
and the National Transportation Safety Board will determine

729
00:35:41.305 --> 00:35:42.805

the calls for the accident.

730
00:35:43.175 --> 00:35:45.845
We're live in West Hampton, Suffolk County, Lisa Rosner,

731
00:35:46.105 --> 00:35:47.205
TB 10 55.

732
00:35:53.925 --> 00:35:56.935
Alright, nothing about this is gonna get any better.

733
00:35:59.075 --> 00:36:00.175
You've all got your procedures,

734
00:36:00.175 --> 00:36:01.865
you've got your checked out working through.

735
00:36:01.895 --> 00:36:04.085
It's anything you need.

736
00:36:04.305 --> 00:36:07.855
Anyone, uh, anyone you need me to talk to, gimme a call.

737
00:36:07.855 --> 00:36:09.935
Otherwise, work through the checklist, top to bottom.

738
00:36:11.375 --> 00:36:15.405
This best we can do is, uh, work through it

739
00:36:15.625 --> 00:36:17.075
and keep a focus on our people.

740
00:36:19.105 --> 00:36:20.105
Focus on our people,

741
00:36:31.685 --> 00:36:36.145
Uh, in the rough day Godard, Ryan Hart.

742
00:36:36.565 --> 00:36:39.025
Um, your questions were spot on by the way.

743
00:36:40.235 --> 00:36:43.975
And so now we've reached the next threshold point,

744
00:36:44.035 --> 00:36:45.575
and that is, we know it's us.

745
00:36:46.855 --> 00:36:50.505
Um, no going back from that, it's our airplane.

746
00:36:50.555 --> 00:36:53.305
We're starting to gather additional factual information.

747
00:36:53.475 --> 00:36:54.865
Who's on board in this case?

748
00:36:54.865 --> 00:36:57.735
We got four members, um,

749
00:36:58.035 --> 00:37:00.695
and a technical advisor and a contractor.

750
00:37:01.585 --> 00:37:04.075
That contractor piece I want you to think about a little bit

751
00:37:04.075 --> 00:37:07.165
because this is somebody external from Goddard Reinhardt.

752
00:37:07.565 --> 00:37:09.585
Uh, and so when we get to these

753
00:37:10.285 --> 00:37:13.625
notify checklist points, who should do that?

754
00:37:14.045 --> 00:37:15.825
So we're gonna get into a lot of stuff now.

755
00:37:16.165 --> 00:37:18.945
Uh, before we go deep diving, the one thing I I want

756
00:37:18.945 --> 00:37:22.845

to share with you is there was nothing exciting about

757
00:37:22.845 --> 00:37:23.965
putting this project together.

758
00:37:24.805 --> 00:37:27.755
Um, uh, especially for, for these guys behind me.

759
00:37:27.775 --> 00:37:29.945
The role players who stepped up, volunteered

760
00:37:30.915 --> 00:37:33.495
and practiced this over a couple of weeks

761
00:37:33.755 --> 00:37:35.235
and worked out scripts

762
00:37:35.255 --> 00:37:38.895
and built videos, uh, with, with Tom's guidance

763
00:37:38.915 --> 00:37:40.095
behind us all the time.

764
00:37:40.835 --> 00:37:43.255
Um, there was a lot of pause points. We took.

765
00:37:43.285 --> 00:37:46.845
Fictional company, yes, fictional aircraft, right?

766
00:37:47.145 --> 00:37:49.945
Uh, artists, renderings, man, there were,

767
00:37:49.945 --> 00:37:52.345
there were some times when it felt a little too close

768
00:37:52.345 --> 00:37:53.685
to home and we kind of had

769
00:37:53.685 --> 00:37:55.235
to look at each other, take a deep breath.

770
00:37:55.575 --> 00:37:57.785
And that's in a, an unreal event.

771
00:37:58.005 --> 00:38:02.375
And so I wonder if step one in every single one

772
00:38:02.375 --> 00:38:05.465
of our checklists ought to be, take a deep breath,

773
00:38:06.125 --> 00:38:07.535
look at your team around you.

774
00:38:08.515 --> 00:38:11.375
Say, guys, look, these checklists are gonna assume

775
00:38:11.375 --> 00:38:14.185
that we're gonna be at our absolute best right now

776
00:38:14.205 --> 00:38:15.465
as we sit here today.

777
00:38:17.345 --> 00:38:18.905
Gut punch for one of us.

778
00:38:19.055 --> 00:38:22.205
Take a deep breath, honor and respect that

779
00:38:22.205 --> 00:38:26.245
because it becomes deeply personal for us.

780
00:38:26.955 --> 00:38:31.235
We don't transport 300 people around on a, on an airplane.

781
00:38:31.235 --> 00:38:32.635
We have no connection with right?

782
00:38:33.335 --> 00:38:36.385
When something happens in our space, it's our friends,

783
00:38:36.615 --> 00:38:38.465

it's our colleagues company.

784
00:38:39.455 --> 00:38:41.005
Checklists don't really account for that.

785
00:38:42.305 --> 00:38:44.125
So you gotta give yourself permit.

786
00:38:45.085 --> 00:38:48.965
I think before start to say this is really gonna be tough,

787
00:38:48.985 --> 00:38:52.845
uh, if I could, uh, let's show our role players, our,

788
00:38:52.905 --> 00:38:54.925
our appreciation for the work that they did and,

789
00:38:54.925 --> 00:38:56.205
and kind of making it real for us.

790
00:39:04.885 --> 00:39:06.705
Ben. Ben wanted to thank the academy

791
00:39:09.165 --> 00:39:11.425
in his mind he saw himself best actor,

792
00:39:11.605 --> 00:39:14.045
but excellent job, my friends.

793
00:39:16.735 --> 00:39:19.035
So now we gotta get into a little, uh,

794
00:39:19.495 --> 00:39:23.315
of the deeper elements regards to the emerge brought out.

795
00:39:23.315 --> 00:39:26.165
So we're behind that, that awareness, confirmation

796
00:39:26.165 --> 00:39:27.245
and magnitude curve.

797
00:39:27.385 --> 00:39:28.405
Ben said it very well.

798
00:39:28.405 --> 00:39:31.935
There's nothing about this that's here for us.

799
00:39:32.795 --> 00:39:34.015
Uh, so now it's time

800
00:39:34.155 --> 00:39:36.895
to really get into the important elements.

801
00:39:36.895 --> 00:39:40.085
And he finished with this comment said,

802
00:39:40.865 --> 00:39:42.615
let's focus on the people.

803
00:39:44.495 --> 00:39:46.875
So I think we can agree that there are a lot

804
00:39:46.875 --> 00:39:49.755
of elements in any emergency we cannot control as much

805
00:39:49.755 --> 00:39:50.875
as we want to in our hearts.

806
00:39:51.035 --> 00:39:54.115
We'd love to go back in time and make none of this happen.

807
00:39:54.185 --> 00:39:57.495
Make it all be a big mistake and, and a waste of time.

808
00:39:58.115 --> 00:39:59.455
Uh, but we can't.

809
00:39:59.995 --> 00:40:01.935
And so all we can really do now,

810
00:40:02.355 --> 00:40:04.375

and it's an important thing to be able to do, is

811
00:40:04.375 --> 00:40:06.775
to influence the outcome.

812
00:40:06.795 --> 00:40:08.215
So let's start with this concept.

813
00:40:08.285 --> 00:40:09.855
There's a difference in my mind

814
00:40:10.045 --> 00:40:13.175
between a crisis and an emergency.

815
00:40:13.195 --> 00:40:15.335
Now a lot of people use those terms interchangeably,

816
00:40:15.355 --> 00:40:16.895
but I think they're really different.

817
00:40:17.535 --> 00:40:21.215
A crisis is an event that befalls an organization

818
00:40:22.205 --> 00:40:24.575
that they have lost the ability

819
00:40:24.755 --> 00:40:28.145
to influence the negative outcomes of that event.

820
00:40:28.955 --> 00:40:32.055
That's a crisis. And you know, a crisis when you see one

821
00:40:32.055 --> 00:40:34.095
because the media loves it.

822
00:40:34.515 --> 00:40:35.935
Bad event. Great.

823
00:40:36.355 --> 00:40:40.135
Now we've got a company, CEO who gets in front of a camera

824
00:40:40.275 --> 00:40:41.335
and makes a statement

825
00:40:41.335 --> 00:40:44.335
that looks like some kinda whitewashed corporate BS

826
00:40:44.635 --> 00:40:46.975
and does not take into account the human

827
00:40:47.075 --> 00:40:48.575
impact of what happened.

828
00:40:49.495 --> 00:40:51.235
You know, some of the ones I'm talking about.

829
00:40:51.475 --> 00:40:53.385
'cause you've seen them kind of unfold.

830
00:40:53.405 --> 00:40:54.945
And here again, I don't think it's

831
00:40:54.945 --> 00:40:57.745
because of a lack of intelligence or a lack of heart.

832
00:40:58.305 --> 00:40:59.705
I think it's bad advisement.

833
00:40:59.945 --> 00:41:01.985
I think it's lack of certainty

834
00:41:02.125 --> 00:41:04.865
and clarity in the procedures on how to do that.

835
00:41:05.305 --> 00:41:07.745
A good emergency response plan. You know what it does?

836
00:41:07.845 --> 00:41:12.735
It gives a lot of us permit to do what we really want to do

837
00:41:12.795 --> 00:41:13.815

to protect our company.

838
00:41:13.875 --> 00:41:16.165
And its people. Those procedures,

839
00:41:16.465 --> 00:41:18.605
if you've got everybody clustered around 'em,

840
00:41:18.605 --> 00:41:20.205
including public relations and legal

841
00:41:20.345 --> 00:41:22.685
and all the head shed from the C-suite,

842
00:41:22.945 --> 00:41:24.285
and they go, yes, we agree.

843
00:41:24.285 --> 00:41:26.925
This is the playbook, this is what we're gonna follow.

844
00:41:26.955 --> 00:41:30.185
That gives me at the working level permission to take care

845
00:41:30.185 --> 00:41:32.175
of those things that I know are, are so important.

846
00:41:33.145 --> 00:41:34.945
A crisis, you have lost the ability

847
00:41:34.965 --> 00:41:37.555
to control the negative outcome of a bad event.

848
00:41:38.985 --> 00:41:40.475
Emergency is different.

849
00:41:40.935 --> 00:41:44.755
An emergency is nonetheless a critical event. I agree.

850
00:41:45.295 --> 00:41:48.325
But you've practiced for it to a degree.

851
00:41:48.325 --> 00:41:51.995
You've prepared for it. You've got proceed around it

852
00:41:52.635 --> 00:41:56.275
that help you get through it and control

853
00:41:56.415 --> 00:42:00.225
or at least mitigate the negative aspects of that event.

854
00:42:01.145 --> 00:42:02.405
You can tell a company

855
00:42:02.505 --> 00:42:06.635
that's practiced you tell an organization that's doing well

856
00:42:06.815 --> 00:42:09.195
as well as you can in the, in the wake of a bad event.

857
00:42:09.335 --> 00:42:13.425
And you can certainly tell one that is you want to be

858
00:42:14.135 --> 00:42:17.245
one of the ones that's on the positive side.

859
00:42:17.845 --> 00:42:20.395
Organizations say this all the time,

860
00:42:20.575 --> 00:42:23.035
and it's become almost, um, fright.

861
00:42:23.145 --> 00:42:24.965
It's become almost a a humor point.

862
00:42:25.005 --> 00:42:26.925
I don't know if anybody in here watches family guy.

863
00:42:27.085 --> 00:42:29.385
I I sometimes my remote duck as I'm flipping.

864
00:42:31.105 --> 00:42:34.165

And and Peter Griffin sits down with his family, uh,

865
00:42:34.225 --> 00:42:36.285
to say the, the prayer before the meal.

866
00:42:36.305 --> 00:42:38.915
And he says, you know, all he can think to say is, well,

867
00:42:38.935 --> 00:42:41.315
our thoughts and prayers are, are with this Turkey.

868
00:42:41.655 --> 00:42:43.515
And, uh, his family and whoever was, you know,

869
00:42:43.775 --> 00:42:44.955
the thoughts and prayers thing.

870
00:42:44.955 --> 00:42:46.155
You hear it all the time. Our thoughts

871
00:42:46.155 --> 00:42:47.395
and prayers are with those families.

872
00:42:47.575 --> 00:42:50.475
The victim. A company that's practiced,

873
00:42:51.545 --> 00:42:54.765
got their procedures down and has resourced their emergency

874
00:42:54.765 --> 00:42:55.845
plan different things.

875
00:42:56.665 --> 00:42:59.555
They'll say things like, right now we have a team

876
00:43:01.545 --> 00:43:03.255
with each providing a

877
00:43:07.735 --> 00:43:10.235
now, I mean good in the context that the whole thing is bad.

878
00:43:10.825 --> 00:43:13.995
What I mean is that's an organization that has its arms

879
00:43:13.995 --> 00:43:16.435
around its emergency.

880
00:43:16.455 --> 00:43:18.595
And most of what we consider

881
00:43:18.595 --> 00:43:20.755
with emergency procedures transcends aviation.

882
00:43:20.865 --> 00:43:22.825
Does it not? I mean, it could be used

883
00:43:22.885 --> 00:43:25.785
for an employee driving to work that gets run over

884
00:43:25.785 --> 00:43:28.255
by a Walmart truck or whatever, right?

885
00:43:28.395 --> 00:43:30.855
The same things an organization needs to be able

886
00:43:30.855 --> 00:43:34.535
to do are the same things an organization needs effecti of

887
00:43:35.095 --> 00:43:37.175
aviation mother, that event.

888
00:43:38.135 --> 00:43:39.715
So take care of the people.

889
00:43:39.725 --> 00:43:41.355
Let's talk this through just a little bit.

890
00:43:41.615 --> 00:43:44.075
How would we, if we gathered up

891
00:43:44.075 --> 00:43:48.005

and we were Goddard drying hard employee, what do we do

892
00:43:48.005 --> 00:43:49.005
with this notification?

893
00:43:49.425 --> 00:43:51.825
I wanna pause on this a little and talk it through

894
00:43:51.825 --> 00:43:53.245
because an excellent question.

895
00:43:53.265 --> 00:43:55.965
And it's one that stonewalls good

896
00:43:56.005 --> 00:43:58.545
organization notification.

897
00:43:59.755 --> 00:44:02.085
This concept conjures up feelings

898
00:44:02.085 --> 00:44:04.265
of knocking on someone's door, you know,

899
00:44:04.325 --> 00:44:08.055
and saying, ma'am, sir, I regret to inform you

900
00:44:08.805 --> 00:44:11.245
that your husband or your wife died today.

901
00:44:14.565 --> 00:44:17.185
But what if, what if notification at its root

902
00:44:17.745 --> 00:44:19.875
means something a little different in our space

903
00:44:19.995 --> 00:44:23.955
to notify means to warm and to make aware of, right?

904
00:44:24.255 --> 00:44:26.555
If we use it more as a communicative tool,

905
00:44:27.285 --> 00:44:28.675
let's break this down a little bit

906
00:44:28.675 --> 00:44:31.035
because I think this will help you put your arms around it.

907
00:44:31.055 --> 00:44:33.335
It, when you get back home to notify,

908
00:44:33.475 --> 00:44:35.095
to make aware of, to inform.

909
00:44:36.225 --> 00:44:39.045
Are we at a threshold with the scenario you just witnessed?

910
00:44:39.055 --> 00:44:41.645
Where it's appropriate to start calling

911
00:44:43.575 --> 00:44:45.205
place next of kin

912
00:44:48.965 --> 00:44:50.585
contacts of our crew

913
00:44:50.585 --> 00:44:53.185
and passengers next of kin is a legal, it

914
00:44:54.105 --> 00:44:57.025
means the next person in line in terms

915
00:44:57.195 --> 00:44:59.635
of lineage probate estate, right?

916
00:44:59.635 --> 00:45:03.235
That's a probate word. That's a legal word next of kin.

917
00:45:03.415 --> 00:45:04.595
And there are times

918
00:45:04.775 --> 00:45:07.795

and spaces where you have to use next of kin.

919
00:45:08.535 --> 00:45:11.075
But in our space, what we really want is

920
00:45:11.095 --> 00:45:13.035
who is it back at home for you?

921
00:45:13.795 --> 00:45:16.855
That you would want to be notified

922
00:45:16.955 --> 00:45:20.585
or informed of something happening to you

923
00:45:20.975 --> 00:45:25.505
that very likely is not going to be your legal next of kin.

924
00:45:26.485 --> 00:45:28.575
Give your employees the opportunity.

925
00:45:29.495 --> 00:45:31.635
Say, this is who I want you communicating with.

926
00:45:31.785 --> 00:45:35.605
If something happens to me, emergency context,

927
00:45:36.275 --> 00:45:40.175
take the next of kin vernacular out of your bonds plans.

928
00:45:40.435 --> 00:45:42.795
'cause that's saying you are gonna do the legal research

929
00:45:42.855 --> 00:45:44.835
to find out who's legally next in line

930
00:45:45.095 --> 00:45:46.435
and that's who you're gonna talk to.

931
00:45:46.495 --> 00:45:48.835
And, and chances are you're not gonna know

932
00:45:48.835 --> 00:45:50.475
that person or be able to get to them.

933
00:45:50.575 --> 00:45:52.435
You don't wanna violate your own procedures.

934
00:45:52.655 --> 00:45:56.135
Uh, you know, not by fault, but it just happens that way.

935
00:45:56.405 --> 00:45:58.715
Emergency, okay,

936
00:45:58.865 --> 00:46:01.715
have we passed the threshold at Goddard Reinhardt?

937
00:46:01.935 --> 00:46:05.035
Are we ready to start communicating with emergency context?

938
00:46:05.655 --> 00:46:07.475
What do you think? There's, this is not,

939
00:46:07.475 --> 00:46:12.035
and it's not me trying to drop this is yes,

940
00:46:12.305 --> 00:46:15.115
okay, I agree, by the way, not that you need my endorsement,

941
00:46:15.135 --> 00:46:19.565
but now the question is what are we going to say

942
00:46:19.785 --> 00:46:21.965
to this?

943
00:46:22.065 --> 00:46:25.235
By the way, just to add some salsa to it, right?

944
00:46:25.575 --> 00:46:28.845
Is the single defining moments

945
00:46:29.615 --> 00:46:31.405

where we are gonna set the stage

946
00:46:31.545 --> 00:46:34.565
of re downstream relationships, emergency contact.

947
00:46:34.705 --> 00:46:37.005
So this is an opportunity. Do it well.

948
00:46:38.115 --> 00:46:40.785
We've set a trust bond going forward.

949
00:46:41.165 --> 00:46:42.905
If we really mess this up,

950
00:46:43.175 --> 00:46:44.705
it's gonna be hard to recover from.

951
00:46:44.805 --> 00:46:46.665
You can, and, and you would,

952
00:46:47.255 --> 00:46:49.435
but it just makes hard work even harder.

953
00:46:49.665 --> 00:46:53.195
What do we say to 'em? Not a trick question. What do

954
00:47:07.015 --> 00:47:07.095
you

955
00:47:15.915 --> 00:47:16.315
I love that.

956
00:47:17.035 --> 00:47:19.035
I love that. Whatever happened. Honesty, right? It is.

957
00:47:19.055 --> 00:47:21.965
And you see a lot of companies be afraid

958
00:47:21.985 --> 00:47:23.485
to say, we, we don't know.

959
00:47:23.745 --> 00:47:25.405
The most powerful thing is to say,

960
00:47:25.475 --> 00:47:29.405
however, here's what we're doing to get more information.

961
00:47:29.505 --> 00:47:30.925
So you follow it up with an action.

962
00:47:31.265 --> 00:47:32.445
It, you know, anybody could say,

963
00:47:32.445 --> 00:47:33.885
we don't know, but tell them.

964
00:47:33.985 --> 00:47:35.245
But here's what we're doing about it.

965
00:47:35.375 --> 00:47:38.045
We're launching a team right now to New York

966
00:47:38.385 --> 00:47:39.445
to liaise with those.

967
00:47:39.865 --> 00:47:42.205
How many different agencies did she say were on site?

968
00:47:42.305 --> 00:47:44.085
You know, in the first couple hours.

969
00:47:44.775 --> 00:47:46.595
Gee, at least 12, I think.

970
00:47:47.315 --> 00:47:50.335
All right, so we're sending people right there, right now.

971
00:47:50.665 --> 00:47:54.015
We're in phone communication with the incident commander.

972
00:47:54.015 --> 00:47:57.615

We're gonna start getting information in to get to you.

973
00:47:57.995 --> 00:48:00.895
That's what starts to settle it in just a little bit

974
00:48:00.915 --> 00:48:05.155
for folks, here's what we know, here's what we don't know,

975
00:48:05.615 --> 00:48:06.755
here's what we're working on.

976
00:48:06.935 --> 00:48:11.145
That's a cool model right now. Uh, what else are we ready?

977
00:48:11.145 --> 00:48:14.035
Thank you. Excellent. What, what else are we ready to say?

978
00:48:14.245 --> 00:48:18.185
What about the, the big how to call it?

979
00:48:18.265 --> 00:48:19.425
I mean, you got, you gotta explain

980
00:48:19.425 --> 00:48:20.625
why you're calling somebody, right?

981
00:48:20.625 --> 00:48:21.745
What, what, what everybody gonna say?

982
00:48:26.455 --> 00:48:28.035
We had a, we had a mishap.

983
00:48:28.655 --> 00:48:30.195
Tom, I'll speak for the the questions

984
00:48:30.315 --> 00:48:31.595
'cause I, you got your steps in already.

985
00:48:31.735 --> 00:48:31.955
We

986
00:48:36.325 --> 00:48:37.285
had a mishap.

987
00:48:37.285 --> 00:48:38.965
Well that's what we called it in the air force, right?

988
00:48:39.685 --> 00:48:41.345
We had a mishap investigation team.

989
00:48:42.775 --> 00:48:45.435
Uh, let's talk about word set for a second, sir.

990
00:48:47.965 --> 00:48:51.255
That doesn't mean a lot to most people. And we had a mishap.

991
00:48:51.455 --> 00:48:54.815
I I have 'em on a daily basis by the, not that you needed

992
00:48:54.815 --> 00:48:57.955
to know that, but, but to me, yeah, I, I wonder if

993
00:48:57.955 --> 00:49:00.115
what you're saying is maybe there's, there's a,

994
00:49:00.235 --> 00:49:04.495
a more serious word, a more defining clear word, coupled

995
00:49:04.495 --> 00:49:06.095
with your point of telling 'em what you do know.

996
00:49:06.385 --> 00:49:11.085
Let's get a word down. We had an aircraft accident.

997
00:49:11.975 --> 00:49:14.375
I know organizations are hesitant to go there.

998
00:49:14.375 --> 00:49:16.655
They'll use every single word except

999
00:49:16.655 --> 00:49:18.565

that we had an incident today,

1000
00:49:18.785 --> 00:49:20.245
we had an off airport

1001
00:49:20.565 --> 00:49:24.045
landing, right?

1002
00:49:24.735 --> 00:49:28.195
Landing, yeah. Uh, accident means serious

1003
00:49:29.065 --> 00:49:30.405
and unintentional.

1004
00:49:31.245 --> 00:49:32.465
That's what accident means.

1005
00:49:33.245 --> 00:49:37.145
And so what I might suggest is when you're talking to

1006
00:49:37.765 --> 00:49:40.905
emergency contacts, use the word that's the word.

1007
00:49:41.065 --> 00:49:42.705
I can't envision a scenario where you,

1008
00:49:43.085 --> 00:49:44.585
you didn't think something was serious

1009
00:49:44.645 --> 00:49:46.385
and you would start calling emergency contact.

1010
00:49:46.645 --> 00:49:48.385
We know it's gonna be a serious scenario

1011
00:49:48.805 --> 00:49:51.545
and we know that whatever happens is gonna be unintentional.

1012
00:49:51.985 --> 00:49:54.785
I think that's a good word. We know on the NTSB side,

1013
00:49:54.785 --> 00:49:57.505
there is a difference between an incident and an accident.

1014
00:49:57.715 --> 00:50:00.105
Those are defined differently by the nature.

1015
00:50:00.595 --> 00:50:02.655
But if it's an event that's worthy

1016
00:50:02.675 --> 00:50:04.375
of calling emergency contacts,

1017
00:50:04.435 --> 00:50:06.465
you're not in the incident space.

1018
00:50:06.465 --> 00:50:07.585
You're on the axis.

1019
00:50:07.865 --> 00:50:12.225
Somebody's been injured, somebody fatally injured

1020
00:50:12.445 --> 00:50:13.985
or somebody's out of contact

1021
00:50:14.325 --> 00:50:17.345
and we don't know if they're okay, but we're working on it.

1022
00:50:17.345 --> 00:50:19.425
Those are the three scenarios and those are all serious.

1023
00:50:20.665 --> 00:50:21.645
Oh, it's great. Yes sir.

1024
00:51:36.975 --> 00:51:39.955
You're absolutely happens a lot.

1025
00:51:39.955 --> 00:51:41.995
And so to encapsulate the comment, if,

1026
00:51:41.995 --> 00:51:45.435

if you didn't hear it, uh, observation accurate by the way

1027
00:51:45.975 --> 00:51:49.395
is, hey, how do you account for the speed of organic things

1028
00:51:49.395 --> 00:51:51.595
that are happening around, uh,

1029
00:51:51.655 --> 00:51:54.955
or faster than this group that's trying to manage the event?

1030
00:51:55.015 --> 00:51:57.305
How do you do that? Well,

1031
00:51:58.915 --> 00:52:00.285
there's good news and bad news.

1032
00:52:01.135 --> 00:52:02.675
Um, I'll start with the bad news.

1033
00:52:02.735 --> 00:52:06.495
The bad news is that you are dealing with a system year

1034
00:52:06.515 --> 00:52:08.495
by year that gets faster and faster

1035
00:52:08.635 --> 00:52:10.335
and less accurate at the same time.

1036
00:52:11.275 --> 00:52:14.135
And, and what the gentleman's describing is a scenario

1037
00:52:14.185 --> 00:52:18.775
where, uh, spouses of crew or passengers

1038
00:52:18.835 --> 00:52:22.245
or employees start to get wind of something amiss.

1039
00:52:22.775 --> 00:52:24.635
And then they start the inquiry process.

1040
00:52:24.815 --> 00:52:25.955
And who are they gonna start with?

1041
00:52:25.955 --> 00:52:27.995
They're gonna start with you. All people they

1042
00:52:27.995 --> 00:52:29.155
know, people they trust.

1043
00:52:29.335 --> 00:52:31.195
Hey, I heard a thing, is this thing right?

1044
00:52:32.305 --> 00:52:34.005
You're there on the phone with a human being.

1045
00:52:34.545 --> 00:52:37.795
You can give the company line if you want,

1046
00:52:37.895 --> 00:52:40.155
but it's gonna be hard to to pull off, right?

1047
00:52:40.855 --> 00:52:44.325
So I think what we're talking about here is examining

1048
00:52:44.355 --> 00:52:47.125
with rigor, this notification process.

1049
00:52:48.055 --> 00:52:50.575
Is it fast enough for you?

1050
00:52:51.355 --> 00:52:54.775
Is it staffed and resourced well enough to be fast

1051
00:52:54.795 --> 00:52:55.895
and trained and ready?

1052
00:52:56.465 --> 00:52:58.915
Often that answer is no.

1053
00:52:59.135 --> 00:53:01.525

And it's, it's not your fault per se,

1054
00:53:01.545 --> 00:53:04.005
but it is an area we've gotta take a hard look at.

1055
00:53:04.155 --> 00:53:05.685
Because what happens is you,

1056
00:53:05.745 --> 00:53:09.085
you start the ERP starts driving you instead

1057
00:53:09.085 --> 00:53:10.325
of you driving the process.

1058
00:53:10.825 --> 00:53:14.525
And so what I'd want you to do is kind of step back from it

1059
00:53:14.525 --> 00:53:17.885
and say, okay, if you even have a process for notification,

1060
00:53:17.935 --> 00:53:19.525
bravo most, most organizations.

1061
00:53:20.455 --> 00:53:23.075
So if you develop that process, then take a look at it

1062
00:53:23.075 --> 00:53:25.685
and go, is this fast enough at three o'clock in the morning?

1063
00:53:25.885 --> 00:53:30.285
Do we have people who can proactively get in touch

1064
00:53:30.285 --> 00:53:31.885
with those emergency contacts?

1065
00:53:32.545 --> 00:53:34.775
While I'm informing the rest of you all,

1066
00:53:34.955 --> 00:53:36.495
if you get a call from somebody,

1067
00:53:36.635 --> 00:53:38.135
you've gotta direct that call here.

1068
00:53:38.275 --> 00:53:40.095
Do not answer those questions.

1069
00:53:40.595 --> 00:53:43.245
Say I have somebody who has better information. I do.

1070
00:53:43.265 --> 00:53:45.175
Let me make sure you're in touch with them.

1071
00:53:45.395 --> 00:53:47.605
That requires a team to do this.

1072
00:53:47.625 --> 00:53:50.725
And this is another transcends aviation component, right?

1073
00:53:51.355 --> 00:53:55.325
And that is if you have a team that's an internal

1074
00:53:57.205 --> 00:53:58.975
valuable for an organization employee

1075
00:53:58.975 --> 00:54:00.985
who has a heart attack at work, right?

1076
00:54:01.165 --> 00:54:02.785
We work in at Fireside.

1077
00:54:02.785 --> 00:54:06.145
Unfortunately a lot of flight crew who have strokes

1078
00:54:06.225 --> 00:54:11.015
or heart attacks in don't come home.

1079
00:54:11.535 --> 00:54:12.535
Somebody's gotta make those calls

1080
00:54:12.535 --> 00:54:13.775

before they find out about it.

1081
00:54:14.105 --> 00:54:17.805
So I'm lightly going around something

1082
00:54:17.805 --> 00:54:19.365
that has a lot behind it.

1083
00:54:19.535 --> 00:54:22.015
We'll talk a little more this afternoon when I,

1084
00:54:22.035 --> 00:54:23.175
Tom, how we doing on time, sir?

1085
00:54:23.995 --> 00:54:27.025
We're there. Alright, so I, oh, we got one more

1086
00:54:31.945 --> 00:54:36.065
Company that you should give to all the

1087
00:54:38.755 --> 00:54:41.605
emergency contacts,

1088
00:54:41.605 --> 00:54:46.165
contacts my wife all if she had any.

1089
00:54:47.645 --> 00:54:50.105
That's, that's not a bad, bad idea if that works

1090
00:54:50.125 --> 00:54:51.185
for your organization.

1091
00:54:51.285 --> 00:54:54.225
Is somebody and, and primary alternate kind of thing.

1092
00:54:54.765 --> 00:54:55.985
If you are concerned

1093
00:54:55.985 --> 00:54:59.625
or have a question about one of our flight operations,

1094
00:54:59.625 --> 00:55:01.505
here's a good point of contact to start with.

1095
00:55:01.895 --> 00:55:04.265
That same person ought to be integral

1096
00:55:04.265 --> 00:55:05.625
to your emergency plant.

1097
00:55:05.965 --> 00:55:08.105
But I'll tell you the biggest thing you could do of value,

1098
00:55:08.925 --> 00:55:11.905
the biggest thing you could do of value is anybody

1099
00:55:12.005 --> 00:55:16.745
who walks onto your, they have provided emergency contact.

1100
00:55:17.245 --> 00:55:22.115
If when you have that, you're able to go,

1101
00:55:22.295 --> 00:55:24.875
all right, team, here's what you need to be effective.

1102
00:55:24.935 --> 00:55:26.275
You guys already told me we're ready

1103
00:55:26.275 --> 00:55:29.355
to start communicating team, here's the emergency contacts.

1104
00:55:29.775 --> 00:55:32.995
Go do your thing. Start to get ahead of this process

1105
00:55:33.135 --> 00:55:34.195
before social media,

1106
00:55:34.405 --> 00:55:36.635
mainstream media starts doing it for us.

1107
00:55:36.705 --> 00:55:39.235

Because what do people do if they get wind of something

1108
00:55:39.235 --> 00:55:40.435
and they're getting no information?

1109
00:55:40.755 --> 00:55:44.405
I know what I do. I'm coming to you, I'm driving in

1110
00:55:44.465 --> 00:55:47.325
to the hangar, to the, to the shop to work, whatever,

1111
00:55:47.505 --> 00:55:50.085
and I'm gonna stand there until somebody tells me something.

1112
00:55:50.155 --> 00:55:51.645
That is not a complimentary process

1113
00:55:51.745 --> 00:55:53.865
to your response point, right?

1114
00:55:54.665 --> 00:55:57.165
So start thinking about proactive ways.

1115
00:55:57.165 --> 00:55:59.125
Do you know we can use technology for our benefit

1116
00:55:59.345 --> 00:56:00.365
to move faster,

1117
00:56:00.585 --> 00:56:03.845
but we gotta collect this emergency contact information.

1118
00:56:04.155 --> 00:56:08.305
We owe it to our organizations to keep it updated. Don? Yes,

1119
00:56:08.985 --> 00:56:09.985
I have a comment on that.

1120
00:56:10.045 --> 00:56:13.435
Yes sir. Um, I do a lot of third party flight testing.

1121
00:56:13.995 --> 00:56:16.855
So I go to customers that you, I'm not familiar with.

1122
00:56:17.535 --> 00:56:18.945
It's the only time I deal with 'em.

1123
00:56:19.325 --> 00:56:21.845
And it's, it's, um, and FAA does the same thing.

1124
00:56:22.085 --> 00:56:24.205
'cause they, they, they deal with a lot of customers.

1125
00:56:24.205 --> 00:56:25.525
They're not, they don't belong to a company.

1126
00:56:25.525 --> 00:56:27.765
They don't fly the same airplanes or the same crew.

1127
00:56:28.815 --> 00:56:30.195
One of the biggest problems I have,

1128
00:56:30.195 --> 00:56:34.135
and I'm guilty, guilty is charged that, uh,

1129
00:56:34.335 --> 00:56:37.735
I walk into a strange company to fly their airplane

1130
00:56:38.195 --> 00:56:40.895
and I very frequently don't give my emergency contact.

1131
00:56:42.515 --> 00:56:44.055
And it's because it's embarrassing

1132
00:56:44.055 --> 00:56:45.415
because you tell 'em, well, I want

1133
00:56:45.415 --> 00:56:47.295
to give you my emergency contact information.

1134
00:56:47.295 --> 00:56:50.745

They say, what, what do you mean?

1135
00:56:50.975 --> 00:56:53.545
Well, here's, here's my card, here's uh,

1136
00:56:53.545 --> 00:56:55.055
my wife's phone number.

1137
00:56:55.755 --> 00:57:00.515
I want you to keep it. It's,

1138
00:57:00.545 --> 00:57:01.995
it's strange, but I have to deal

1139
00:57:01.995 --> 00:57:03.235
with it and, and I'm working on it.

1140
00:57:03.295 --> 00:57:04.675
But it happens. It,

1141
00:57:05.365 --> 00:57:06.365
It does. And let,

1142
00:57:06.365 --> 00:57:08.525
let's make it untr for ourselves.

1143
00:57:09.105 --> 00:57:11.835
So, uh, I don't know about you,

1144
00:57:11.935 --> 00:57:14.235
but I, I like playing paintball.

1145
00:57:15.055 --> 00:57:16.695
I have older kids and the concept

1146
00:57:16.795 --> 00:57:19.555
of shooting at them very appealing to me.

1147
00:57:21.735 --> 00:57:26.355
And, and you ought to see what I have to fill out in order

1148
00:57:26.355 --> 00:57:29.315
to play paintball and the information I have to provide

1149
00:57:29.335 --> 00:57:31.315
and the legal rights I have to waive

1150
00:57:31.335 --> 00:57:33.355
and give up just to go shoot balls

1151
00:57:33.355 --> 00:57:36.065
of paint at my relatives, right?

1152
00:57:36.735 --> 00:57:38.755
So we're used to doing this.

1153
00:57:39.135 --> 00:57:41.155
Our kids go, if you have younger kids that, that go

1154
00:57:41.155 --> 00:57:43.355
to school, we fill out these emergency contact

1155
00:57:43.605 --> 00:57:45.115
cards with diligence.

1156
00:57:45.405 --> 00:57:49.185
These are our children, right? We, we know how to do this.

1157
00:57:49.975 --> 00:57:54.425
It's just that some spots we just stop. We just don't do it.

1158
00:57:54.835 --> 00:57:57.495
Right? What if I frame it differently for you?

1159
00:57:57.775 --> 00:57:59.615
I, because I'm with you, my friend, right?

1160
00:57:59.615 --> 00:58:01.015
Walking into an organization

1161
00:58:01.515 --> 00:58:04.375

and saying, you know, check in at the Marriott, right?

1162
00:58:04.395 --> 00:58:05.295
And they says, is there anything else

1163
00:58:05.295 --> 00:58:06.095
we can do for you, sir?

1164
00:58:06.095 --> 00:58:08.415
Yes, I'd like you to have my emergency contact information.

1165
00:58:10.515 --> 00:58:13.735
What do you know that, what are you building up in

1166
00:58:13.735 --> 00:58:14.775
room 3 0 5, right?

1167
00:58:15.545 --> 00:58:17.435
Yeah. So, so I get it,

1168
00:58:17.655 --> 00:58:20.035
but what if we take it, take a different angle on it

1169
00:58:20.455 --> 00:58:24.755
and we don't call it notification

1170
00:58:24.895 --> 00:58:26.455
or contact information.

1171
00:58:26.625 --> 00:58:27.955
What if it's medical con?

1172
00:58:29.405 --> 00:58:34.245
I i, I talked to you more times a year launch probably seven

1173
00:58:34.245 --> 00:58:35.285
or eight times last year.

1174
00:58:36.065 --> 00:58:38.955
Had to launch out for a flight crew member

1175
00:58:39.935 --> 00:58:43.055
or a passenger that's had a medical fatal medical

1176
00:58:43.055 --> 00:58:44.385
condition on a trip.

1177
00:58:46.125 --> 00:58:49.255
And some of them have had a stroke

1178
00:58:49.675 --> 00:58:51.575
and are still alive, right?

1179
00:58:51.575 --> 00:58:53.175
They're intubated, they're in the hospital

1180
00:58:54.005 --> 00:58:58.785
and the doctor says, anybody know who's authorized

1181
00:58:58.785 --> 00:59:00.705
to approve medical care for this individual

1182
00:59:00.705 --> 00:59:01.945
before I start work on 'em?

1183
00:59:01.945 --> 00:59:03.625
That's a legal requirement in the United States.

1184
00:59:04.185 --> 00:59:05.205
So what if we said,

1185
00:59:05.825 --> 00:59:08.325
here's my emergency medical contact information.

1186
00:59:08.325 --> 00:59:09.545
This is someone who's authorized

1187
00:59:09.545 --> 00:59:11.265
to approve medical care on my behalf.

1188
00:59:12.165 --> 00:59:15.865

If I'm not able to communicate that myself, that's not

1189
00:59:15.865 --> 00:59:17.725
as weird, right?

1190
00:59:17.795 --> 00:59:19.725
They may go, oh, this person may have a,

1191
00:59:19.845 --> 00:59:21.085
a condition, a thing or whatever.

1192
00:59:21.225 --> 00:59:23.405
I'm not gonna ask 'cause I'm not supposed to, but thanks.

1193
00:59:23.625 --> 00:59:26.965
Got it. If we had that for our employees, do you know

1194
00:59:26.965 --> 00:59:30.405
what we could do is if you got sick at work

1195
00:59:31.105 --> 00:59:35.225
or if you fell down or you got injured right now we can get

1196
00:59:35.285 --> 00:59:38.545
to somebody who can make medical decisions on your behalf.

1197
00:59:38.545 --> 00:59:40.905
Otherwise I have bad news for you.

1198
00:59:41.045 --> 00:59:43.785
You lay there, especially if they don't know who you are.

1199
00:59:43.805 --> 00:59:45.905
If you're transported to the hospital without

1200
00:59:46.545 --> 00:59:50.915
your identification, guys in simulators, right?

1201
00:59:51.225 --> 00:59:53.315
Theoretically airplane right,

1202
00:59:53.365 --> 00:59:55.475
comes into a, a training facility.

1203
00:59:55.485 --> 00:59:58.875
There were folks in the simulator fatally injured, right?

1204
00:59:58.925 --> 01:00:00.595
Their bags were somewhere else.

1205
01:00:00.765 --> 01:00:02.475
Their identification, their phones,

1206
01:00:02.745 --> 01:00:04.395
they were transported to the hospital.

1207
01:00:04.395 --> 01:00:06.355
Nobody knew who they were for hours.

1208
01:00:06.705 --> 01:00:08.755
There's a family out there, right?

1209
01:00:08.785 --> 01:00:10.595
That didn't know that this thing happened.

1210
01:00:10.625 --> 01:00:12.075
Some people need medical attention,

1211
01:00:12.105 --> 01:00:13.395
they can't get approval to do it.

1212
01:00:13.395 --> 01:00:15.475
They stabilize you and they wait man.

1213
01:00:15.475 --> 01:00:17.755
This is an act of service we could do for all of us.

1214
01:00:18.995 --> 01:00:20.685
Emergency medical contact.

1215
01:00:20.985 --> 01:00:22.525

Now if there is an accident,

1216
01:00:22.745 --> 01:00:25.615
that's the same thing we could use, right?

1217
01:00:25.615 --> 01:00:26.695
That's gonna be an adult.

1218
01:00:26.875 --> 01:00:28.815
That's gonna be someone who can make decisions.

1219
01:00:29.755 --> 01:00:33.475
Someone we can contact. Alright? It's not easy.

1220
01:00:33.775 --> 01:00:35.075
I'm not suggesting for a second

1221
01:00:35.105 --> 01:00:37.875
that this one thing takes all the challenges off the table.

1222
01:00:38.315 --> 01:00:41.535
I think we gotta try. I don't think I know we gotta try.

1223
01:00:41.935 --> 01:00:44.895
'cause it is heartbreaking when an emergency happens

1224
01:00:45.035 --> 01:00:47.935
and we know there's people out there attached

1225
01:00:48.035 --> 01:00:49.095
to the flight crew

1226
01:00:49.235 --> 01:00:50.555
and this contract tech

1227
01:00:50.555 --> 01:00:54.905
person breaks your heart.

1228
01:00:55.085 --> 01:00:56.105
The hours go by

1229
01:00:56.485 --> 01:00:58.785
and then they learn about it in the way you

1230
01:00:59.025 --> 01:01:00.915
describe Absolutely spot on

1231
01:01:01.695 --> 01:01:02.695
Peter. So

1232
01:01:02.695 --> 01:01:06.805
Don, uh, Kathy Benjamin did the, you know,

1233
01:01:06.875 --> 01:01:09.285
financial planning and estate planning stuff

1234
01:01:09.285 --> 01:01:11.915
for this test pilots that's been made available

1235
01:01:12.015 --> 01:01:13.435
to flight test engineers.

1236
01:01:14.035 --> 01:01:16.255
Uh, those of us that have done our estate plans

1237
01:01:16.255 --> 01:01:17.695
because we wanna plan ahead

1238
01:01:17.695 --> 01:01:20.235
or we build that as a talisman

1239
01:01:20.235 --> 01:01:21.955
to prevent an accident from coming

1240
01:01:21.955 --> 01:01:24.185
and getting us the healthcare power

1241
01:01:24.185 --> 01:01:25.905
of attorney, that comes to mind.

1242
01:01:26.665 --> 01:01:31.285

And would you suggest that us as flight crew carry a copy

1243
01:01:31.465 --> 01:01:34.545
of our healthcare power of attorney when we're getting ready

1244
01:01:34.545 --> 01:01:35.745
to go and deploy and leave

1245
01:01:35.745 --> 01:01:38.225
that information in like our flight bag that we leave

1246
01:01:38.805 --> 01:01:41.225
in the briefing room so that people can get

1247
01:01:41.225 --> 01:01:42.305
that if it's needed.

1248
01:01:43.135 --> 01:01:45.205
Would that healthcare power of attorney be the kind

1249
01:01:45.205 --> 01:01:46.405
of information that you'd want?

1250
01:01:47.455 --> 01:01:49.335
I think yes is short answer.

1251
01:01:49.395 --> 01:01:51.855
The long answer is at least, at the very least my friend,

1252
01:01:52.615 --> 01:01:55.415
somebody knows that you have one and knows how to get it.

1253
01:01:56.245 --> 01:01:59.645
Another heart breaking. Someday I'll have happy story guys.

1254
01:01:59.805 --> 01:02:01.555
I don't know lolly. It's just not.

1255
01:02:03.135 --> 01:02:05.095
But here's another thing that's hard is

1256
01:02:05.695 --> 01:02:09.345
you don't have a will and a prime directive.

1257
01:02:09.405 --> 01:02:10.785
Two different things will,

1258
01:02:10.925 --> 01:02:15.065
and a prime directive if something happens to you,

1259
01:02:16.875 --> 01:02:18.625
especially if you have children

1260
01:02:18.805 --> 01:02:20.875
and anybody in here is a single parent.

1261
01:02:20.975 --> 01:02:24.495
We, Carla and I have seen this become wards of the state

1262
01:02:25.785 --> 01:02:29.645
just because someone didn't have a will citing legally

1263
01:02:29.985 --> 01:02:32.605
who can take legal possession of those kids.

1264
01:02:32.615 --> 01:02:36.045
Legal care, legal, legal guardianship of those kids

1265
01:02:36.995 --> 01:02:40.225
state will take the children until they can sort it out.

1266
01:02:40.455 --> 01:02:41.905
That is not a scenario

1267
01:02:42.015 --> 01:02:44.345
that I think anyone in this room wants to envision.

1268
01:02:45.575 --> 01:02:48.875
Please, please, please, a will and a prime directive.

1269
01:02:48.875 --> 01:02:50.835

The thing to where you're medically incapacitated,

1270
01:02:50.835 --> 01:02:52.715
you cannot communicate your wishes on your own.

1271
01:02:52.815 --> 01:02:54.085
Mm-hmm. Right?

1272
01:02:54.155 --> 01:02:56.365
That someone is identified to do

1273
01:02:56.365 --> 01:02:58.525
that on your behalf is so incredibly.

1274
01:03:01.905 --> 01:03:06.715
Yes. Yes sir.

1275
01:03:07.265 --> 01:03:09.325
Sir, we've talked a lot in here about, uh,

1276
01:03:09.395 --> 01:03:11.905
next tokin notification media aspect

1277
01:03:11.905 --> 01:03:14.665
and we've kind of focused on it from the emergency response

1278
01:03:14.665 --> 01:03:16.505
plan or the, the mishap response team

1279
01:03:16.505 --> 01:03:17.545
and how they're gonna handle that.

1280
01:03:17.965 --> 01:03:20.705
But I think it's worth addressing that that's training

1281
01:03:20.885 --> 01:03:23.145
or a discussion that you need to have really

1282
01:03:23.145 --> 01:03:24.305
with anybody in your organization

1283
01:03:24.305 --> 01:03:25.505
that's involved in flight tests.

1284
01:03:25.605 --> 01:03:26.905
You know, go back to the scenario.

1285
01:03:27.045 --> 01:03:28.705
The kid sitting there monitoring the

1286
01:03:28.705 --> 01:03:30.625
telemetry, something happens.

1287
01:03:30.735 --> 01:03:33.825
Does he understand why he shouldn't be putting anything on

1288
01:03:33.825 --> 01:03:34.995
face around social media?

1289
01:03:35.105 --> 01:03:36.635
Does he know not to pick up the phone

1290
01:03:36.655 --> 01:03:38.915
and start that vicious circle of, Hey, I'm okay,

1291
01:03:38.915 --> 01:03:41.445
have you heard from so-and-so, uh, your maintainers,

1292
01:03:41.545 --> 01:03:44.045
you know, your, uh, your ground crew, anybody out working,

1293
01:03:44.075 --> 01:03:45.205
anybody that could be

1294
01:03:45.365 --> 01:03:46.685
involved with that flight test process?

1295
01:03:47.245 --> 01:03:50.215
Make sure that they understand why you don't want

1296
01:03:50.215 --> 01:03:51.255

to put that information out.

1297
01:03:51.255 --> 01:03:52.855
Why it needs to go through the proper channels,

1298
01:03:53.035 --> 01:03:54.175
you know, within the DOD.

1299
01:03:54.675 --> 01:03:56.975
Sad fact is we've had wives find out on Facebook

1300
01:03:56.975 --> 01:03:58.015
that their husbands have been killed

1301
01:03:58.155 --> 01:04:01.215
before anybody has been able to officially notify them

1302
01:04:01.445 --> 01:04:04.335
because not everybody understood the

1303
01:04:04.335 --> 01:04:06.255
process, official notification.

1304
01:04:06.595 --> 01:04:08.175
So it's worth going around, I think,

1305
01:04:08.195 --> 01:04:10.095
to your flight test engineers, anybody

1306
01:04:10.165 --> 01:04:12.215
that could be involved, that could potentially be aware

1307
01:04:12.215 --> 01:04:13.745
of what's happening and make sure

1308
01:04:13.745 --> 01:04:14.785
they understand the gravity.

1309
01:04:15.055 --> 01:04:18.185
Know who within the organization is responsible for putting

1310
01:04:18.185 --> 01:04:20.625
that information out, who they should be directing those

1311
01:04:20.625 --> 01:04:23.295
phone calls to, and, you know, kind

1312
01:04:23.455 --> 01:04:25.655
of if fan Betty calls from Kansas saying, Hey,

1313
01:04:25.695 --> 01:04:27.135
I saw on the news that something happened

1314
01:04:27.135 --> 01:04:28.295
and I know you're involved with that.

1315
01:04:28.595 --> 01:04:29.895
You know, how do you give her the,

1316
01:04:29.955 --> 01:04:31.735
how do you give her the Heisman and push that off

1317
01:04:31.735 --> 01:04:33.255
and say, Hey, I'm sorry, I really can't talk,

1318
01:04:35.255 --> 01:04:38.385
Brought like five things out in that, in that comment

1319
01:04:38.385 --> 01:04:42.085
that they're all, um,

1320
01:04:42.475 --> 01:04:44.475
I'll just pick a few in, in the interest time

1321
01:04:44.475 --> 01:04:45.955
before Tom gets the hook out.

1322
01:04:46.495 --> 01:04:51.155
But, um, one of which is me as an employee

1323
01:04:53.165 --> 01:04:56.345

not knowing about this robust emergency plan

1324
01:04:56.885 --> 01:04:59.505
and what my responsibility is in it,

1325
01:05:00.135 --> 01:05:03.465
even though I don't have a checklist, even though I'm not on

1326
01:05:03.465 --> 01:05:05.465
that, you know, cool executive team.

1327
01:05:06.225 --> 01:05:07.385
Every single rank

1328
01:05:07.445 --> 01:05:09.145
and file individual has a

1329
01:05:09.145 --> 01:05:10.905
responsibility, a duty to the company.

1330
01:05:11.755 --> 01:05:14.375
One of those primaries is understanding

1331
01:05:15.385 --> 01:05:19.045
that if I go on my Facebook account, if I go on Twitter,

1332
01:05:19.235 --> 01:05:20.485
Instagram, whatever,

1333
01:05:21.185 --> 01:05:24.005
and on my own time, even on my own computer,

1334
01:05:24.145 --> 01:05:28.505
on my own account, and I say, Hey mom, bad day at work.

1335
01:05:28.805 --> 01:05:30.265
I'm sure you heard about it in the news.

1336
01:05:30.695 --> 01:05:34.625
Lost a couple buddies today. It's bad comma, really bad.

1337
01:05:35.545 --> 01:05:40.495
I have released sensitive company in public space.

1338
01:05:41.425 --> 01:05:42.725
One of the, the key things

1339
01:05:42.725 --> 01:05:46.645
that our PR person can do is remind all employees

1340
01:05:46.645 --> 01:05:49.725
that when you signed up to go to work here, you agreed

1341
01:05:49.725 --> 01:05:52.365
that you would not release sensitive company information

1342
01:05:52.925 --> 01:05:57.455
that is inclusive of emergency events

1343
01:05:57.595 --> 01:05:59.535
and that is inclusive of social

1344
01:05:59.715 --> 01:06:03.495
and public spaces, conversation, social media posts.

1345
01:06:03.655 --> 01:06:05.895
A lot of employees, they don't do that purposely.

1346
01:06:05.895 --> 01:06:07.905
They don't realize the harm

1347
01:06:07.935 --> 01:06:10.385
that they're doing unintentionally to the organization

1348
01:06:10.385 --> 01:06:12.315
and people spot on.

1349
01:06:12.615 --> 01:06:16.235
So PR could send out a quick reminder to all employees.

1350
01:06:16.375 --> 01:06:18.395

Any discussion, release of images

1351
01:06:19.055 --> 01:06:22.545
or narrative text about this event is a release

1352
01:06:22.725 --> 01:06:26.545
of internal company sensitive information and is prohibited.

1353
01:06:27.495 --> 01:06:31.635
If you get a call from someone you don't

1354
01:06:32.385 --> 01:06:37.255
know, don't say the media, make it inclusive of the media

1355
01:06:37.715 --> 01:06:39.135
and FBOs

1356
01:06:39.395 --> 01:06:42.175
and you know, the buddy who works in a different, you know,

1357
01:06:42.205 --> 01:06:45.055
test facility or whatever anyone you don't

1358
01:06:45.055 --> 01:06:47.125
know makes an inquiry.

1359
01:06:47.505 --> 01:06:48.845
Here's what you're going to say.

1360
01:06:49.865 --> 01:06:51.905
I am not someone who has information on that.

1361
01:06:52.345 --> 01:06:55.955
I do have a phone number of someone you could call, uh,

1362
01:06:56.015 --> 01:07:00.625
to get information and here's that person PR number, right?

1363
01:07:00.625 --> 01:07:02.425
Everybody needs to be armed with that.

1364
01:07:02.575 --> 01:07:05.995
Once again, look real quick, if, if I'm a reporter

1365
01:07:06.015 --> 01:07:08.595
and I'm covering an aviation accident, which is by the way,

1366
01:07:09.565 --> 01:07:11.945
very, uh, you know, one of the dark sides of the human in

1367
01:07:14.365 --> 01:07:16.195
media has on these plane crashes.

1368
01:07:18.945 --> 01:07:22.205
And so if I'm a reporter, local beat reporter

1369
01:07:22.205 --> 01:07:23.805
and I'm covering this in my backyard

1370
01:07:23.865 --> 01:07:28.025
or in K Hog, remind me of co hog.

1371
01:07:28.025 --> 01:07:29.345
You know, here I am back at Family Gun.

1372
01:07:30.815 --> 01:07:34.985
I have a couple buddies. Alright, so I am, yeah.

1373
01:07:35.105 --> 01:07:36.465
I could call you and I could go, Hey,

1374
01:07:36.485 --> 01:07:38.865
I'm Don Chuck from the, the Quahog smoking gun

1375
01:07:38.865 --> 01:07:40.465
and I have a couple of questions for you.

1376
01:07:41.885 --> 01:07:44.265
Or I could take a different tactic

1377
01:07:44.265 --> 01:07:46.265

because I know when I introduce myself as a member

1378
01:07:46.265 --> 01:07:47.505
of the media, I know what you're gonna do.

1379
01:07:48.215 --> 01:07:50.995
Well, some of you're just gonna straight, some

1380
01:07:50.995 --> 01:07:53.515
of you're gonna refer me to some BS website that has enough.

1381
01:07:53.975 --> 01:07:55.455
Some of you're gonna gimme a phone number

1382
01:07:55.475 --> 01:07:58.375
for some person who's not even gonna answer much less.

1383
01:07:58.375 --> 01:08:00.135
Answer my question. I'm gonna try a different angle.

1384
01:08:01.495 --> 01:08:05.015
A reporter understands it's illegal to represent themselves

1385
01:08:05.315 --> 01:08:07.635
as a federal agency.

1386
01:08:08.315 --> 01:08:09.555
A member of law enforcement

1387
01:08:09.695 --> 01:08:12.235
or a member of the military, that's illegal.

1388
01:08:12.735 --> 01:08:14.065
They're not going to do that

1389
01:08:14.135 --> 01:08:16.845
because they have a lot of other ways to do it.

1390
01:08:17.345 --> 01:08:19.645
Um, hey, I'm calling here from Signature.

1391
01:08:20.295 --> 01:08:21.455
I heard about what happened.

1392
01:08:21.835 --> 01:08:24.655
We got people showing up here at the FBO saying they

1393
01:08:24.655 --> 01:08:25.695
need help and information.

1394
01:08:26.225 --> 01:08:28.415
How can we help 'em? What do you need from us?

1395
01:08:30.475 --> 01:08:33.585
Any company that doesn't say whatcha talking

1396
01:08:33.585 --> 01:08:35.595
about, right?

1397
01:08:35.735 --> 01:08:38.825
If they go, well actually, um, uh, I can't,

1398
01:08:38.845 --> 01:08:40.785
I'm not authorized to give you any information.

1399
01:08:41.245 --> 01:08:43.265
Uh, I'll have to refer you to our public related,

1400
01:08:43.335 --> 01:08:47.935
that company they've achieved objective number one.

1401
01:08:48.495 --> 01:08:50.705
I know it's you. The next thing is,

1402
01:08:50.895 --> 01:08:53.625
what can they represent themself as in order

1403
01:08:53.625 --> 01:08:54.955
to get information from you?

1404
01:08:55.715 --> 01:08:57.605

Most local reporters are members

1405
01:08:57.605 --> 01:08:59.165
of their local Red Cross chapter.

1406
01:08:59.165 --> 01:09:02.595
Mm-hmm. Red Cross Thrives and survives on volunteers.

1407
01:09:02.745 --> 01:09:03.915
It's a great organization,

1408
01:09:04.835 --> 01:09:06.895
but just know it's also a vulnerability.

1409
01:09:06.915 --> 01:09:08.495
So if I call and I say, I'm from the,

1410
01:09:08.635 --> 01:09:10.815
the local Red Cross chapter on Long

1411
01:09:10.815 --> 01:09:12.535
Island, we're ready to help you.

1412
01:09:12.545 --> 01:09:14.375
We're ready to provide support and assistance.

1413
01:09:14.375 --> 01:09:17.255
What do you need from us? You don't know if

1414
01:09:17.255 --> 01:09:20.055
that's actually a reporter in real life who's a Red Cross

1415
01:09:20.085 --> 01:09:21.295
volunteer in Long Island.

1416
01:09:21.605 --> 01:09:23.815
They're going to sign up for the Red Cross.

1417
01:09:23.815 --> 01:09:26.535
They get a vest, they get access to emergency sites

1418
01:09:26.755 --> 01:09:29.095
and they can call on behalf of a different organization

1419
01:09:29.095 --> 01:09:31.715
that does have a legitimate mission in getting

1420
01:09:31.715 --> 01:09:33.115
information and providing assistance.

1421
01:09:33.135 --> 01:09:35.865
See how tricky it goes back to your point of

1422
01:09:36.045 --> 01:09:37.985
how quick things move.

1423
01:09:38.285 --> 01:09:42.485
That's why policy reminders in your ERP to try

1424
01:09:42.865 --> 01:09:44.085
to try to contain that.

1425
01:09:44.235 --> 01:09:46.125
Will you contain all of it? No.

1426
01:09:46.485 --> 01:09:49.205
I mean, Carla does a lot of social media searching

1427
01:09:49.275 --> 01:09:50.525
because we have to prepare

1428
01:09:50.525 --> 01:09:51.725
the families for what's out there.

1429
01:09:52.205 --> 01:09:56.005
A lot of it comes from our own employee, no, uh,

1430
01:09:56.125 --> 01:09:57.365
a suicide situation.

1431
01:09:57.905 --> 01:10:00.605

Very sad. And you have employees commenting,

1432
01:10:00.935 --> 01:10:02.955
saying things about, I knew this individual

1433
01:10:02.975 --> 01:10:04.555
and he was wrestling with his demons.

1434
01:10:05.325 --> 01:10:07.735
Okay, well now the word's out the, the cause of

1435
01:10:07.735 --> 01:10:08.775
how this person died.

1436
01:10:09.005 --> 01:10:12.185
Okay. Employee, we're all trying to be respectful, right?

1437
01:10:12.575 --> 01:10:14.785
Yeah. You're, there's like 10 things, like what you

1438
01:10:15.585 --> 01:10:17.205
remind me of how important it's to get,

1439
01:10:19.045 --> 01:10:22.185
Uh, great stuff as part of your response plan

1440
01:10:22.185 --> 01:10:24.305
and part of the team that does your notifications.

1441
01:10:25.085 --> 01:10:26.765
I might suggest that one additional thing is

1442
01:10:26.765 --> 01:10:31.755
that you have professional CISM credit for those folks

1443
01:10:31.825 --> 01:10:32.835
that reach out

1444
01:10:32.835 --> 01:10:35.155
because there's gonna be one of two responses.

1445
01:10:35.155 --> 01:10:36.755
The person on the end of the line is gonna go, thank you,

1446
01:10:36.875 --> 01:10:38.035
I appreciate the cation.

1447
01:10:38.655 --> 01:10:39.995
Or they might break down

1448
01:10:40.295 --> 01:10:43.065
and said, you only have one chance to do

1449
01:10:43.785 --> 01:10:45.025
the notification properly.

1450
01:10:45.045 --> 01:10:47.255
And if you say the wrong thing, you can kind

1451
01:10:47.255 --> 01:10:48.335
of do some real damage.

1452
01:10:49.605 --> 01:10:50.905
The person that's gonna do the

1453
01:10:50.905 --> 01:10:52.705
notifications needs a lot of thought.

1454
01:10:54.335 --> 01:10:55.935
I, I, I couldn't agree more.

1455
01:10:56.395 --> 01:11:00.105
Um, and Tom, I promise I'll make this, um,

1456
01:11:00.325 --> 01:11:01.965
you're not pushing me by the way.

1457
01:11:07.335 --> 01:11:11.495
The notification piece. Those, those doing it, um, CISM,

1458
01:11:11.775 --> 01:11:13.970

critical incident stress management is based on the

1459
01:11:13.970 --> 01:11:15.150
concept peer support.

1460
01:11:16.015 --> 01:11:18.655
Somebody who is a, a technical peer to somebody else

1461
01:11:18.755 --> 01:11:20.535
and says, Hey, I know what you're going through.

1462
01:11:21.055 --> 01:11:23.135
I kind of have an idea of what this looked like.

1463
01:11:23.255 --> 01:11:25.575
I don't know what your individual experience was in this

1464
01:11:25.575 --> 01:11:27.535
thing, but let's get together as a group

1465
01:11:27.535 --> 01:11:28.735
and let's talk it through.

1466
01:11:29.835 --> 01:11:31.415
Um, is developed by the,

1467
01:11:31.435 --> 01:11:33.175
by the Mitchell brothers, Jeff Mitchell.

1468
01:11:33.435 --> 01:11:36.695
Uh, originally engineered this thing called C-I-S-M-C-I-S-R,

1469
01:11:37.235 --> 01:11:38.455
um, the military,

1470
01:11:38.515 --> 01:11:40.575
the Air Force took a hard look at this when I was in,

1471
01:11:40.575 --> 01:11:41.615
they call it something different.

1472
01:11:41.815 --> 01:11:45.365
TSR, traumatic stress Response incorporates some of

1473
01:11:45.365 --> 01:11:47.205
what the Mitchell's developed has some additional,

1474
01:11:47.845 --> 01:11:49.405
probably more improved things 'cause it's Air Force.

1475
01:11:49.525 --> 01:11:52.565
Mm-hmm. Um,

1476
01:11:52.945 --> 01:11:56.885
but what we learned is that getting people together

1477
01:11:56.975 --> 01:11:58.965
after an event, you can be in this checklist

1478
01:11:59.065 --> 01:12:00.605
and I'll tell you, it's not just notification.

1479
01:12:01.195 --> 01:12:03.645
Every single aspect of this, right?

1480
01:12:03.705 --> 01:12:06.925
Of, of considering responding on behalf of your company

1481
01:12:06.985 --> 01:12:09.125
and fielding not just family calls,

1482
01:12:09.145 --> 01:12:11.845
but employees who knew this person, friends of this person,

1483
01:12:12.185 --> 01:12:14.595
kids are on the same baseball team or whatever.

1484
01:12:15.155 --> 01:12:17.035
I mean, these things reach so deeply

1485
01:12:17.575 --> 01:12:19.515

and what I've watched organizations do,

1486
01:12:19.515 --> 01:12:20.675
and I don't know your name sir, but

1487
01:12:20.675 --> 01:12:21.715
thank you for bringing that out.

1488
01:12:23.145 --> 01:12:25.415
What is it? Plus plus?

1489
01:12:25.535 --> 01:12:27.295
I, I just wanted it to be on camera right there.

1490
01:12:28.365 --> 01:12:33.275
I mess up you. Um, one, one of the things a about this

1491
01:12:33.305 --> 01:12:34.875
that I've watched organizations do,

1492
01:12:35.015 --> 01:12:37.855
and I think it's a, it's a credible mistake once again, not

1493
01:12:37.855 --> 01:12:42.335
by intent, is after this whole thing is over,

1494
01:12:42.665 --> 01:12:44.055
after, you know, the,

1495
01:12:44.075 --> 01:12:46.135
the emergency operations center is shut down

1496
01:12:46.275 --> 01:12:47.855
and we got folks on site

1497
01:12:47.915 --> 01:12:50.775
and we got the families all at least communicated with

1498
01:12:50.775 --> 01:12:53.175
and hopefully supported, and things start to wind down.

1499
01:12:54.125 --> 01:12:58.375
There's no defined terminating point to the emergency plan

1500
01:12:58.375 --> 01:13:01.975
that then transitions into something else called a return

1501
01:13:02.035 --> 01:13:03.055
to service plan.

1502
01:13:04.005 --> 01:13:05.855
Okay? We're calling a definitive end

1503
01:13:05.875 --> 01:13:08.295
to our organizational emergency response.

1504
01:13:08.675 --> 01:13:10.495
How do we go back to work now?

1505
01:13:11.215 --> 01:13:15.435
And a large part of that is the ability to process together

1506
01:13:15.615 --> 01:13:17.035
as a team, as a group.

1507
01:13:17.425 --> 01:13:21.245
What did we just experience? Who's having trouble?

1508
01:13:21.625 --> 01:13:25.015
All of us are every single damn one of us, right?

1509
01:13:25.275 --> 01:13:27.735
And so at our company, for instance, it's mandatory.

1510
01:13:27.875 --> 01:13:28.975
We don't make it a choice.

1511
01:13:29.705 --> 01:13:33.445
You will sit down with Kate, who's our psychologist.

1512
01:13:34.035 --> 01:13:36.745

She's held on the outside, the only non-employee we have

1513
01:13:37.165 --> 01:13:38.945
who does debriefings with our team.

1514
01:13:39.945 --> 01:13:44.115
You have to, we just, we just consider it.

1515
01:13:44.115 --> 01:13:46.275
So it's incredibly valuable whether you call it

1516
01:13:46.715 --> 01:13:48.155
C-I-S-M-T-S-R.

1517
01:13:49.015 --> 01:13:51.035
And if you don't even have a structure around it,

1518
01:13:51.035 --> 01:13:52.115
just get everyone together

1519
01:13:52.175 --> 01:13:54.075
and say, what did we just go through?

1520
01:13:54.405 --> 01:13:55.475
How's everybody doing?

1521
01:13:56.995 --> 01:14:00.415
And um, I'm gonna violate about 15 HR regs right

1522
01:14:00.415 --> 01:14:01.535
in front of you, right on camera.

1523
01:14:01.755 --> 01:14:05.095
But I'm, I'm gonna just gonna say it that this is

1524
01:14:05.095 --> 01:14:06.655
where we need our female counterparts.

1525
01:14:06.775 --> 01:14:09.585
'cause they're so we're wired from the factory

1526
01:14:10.055 --> 01:14:13.655
to take everything and keep, keep, lock it up, zip it up.

1527
01:14:13.655 --> 01:14:14.895
It's like that a hundred and, uh,

1528
01:14:15.025 --> 01:14:17.655
50-year-old cognac bottle I saw at the bar last night

1529
01:14:17.715 --> 01:14:20.415
as I walked by, right?

1530
01:14:20.485 --> 01:14:22.875
It's got a lock on it. That's,

1531
01:14:22.875 --> 01:14:24.275
that's kind of how we operate.

1532
01:14:25.175 --> 01:14:29.385
Um, and, and somebody will speak first, make it okay for us

1533
01:14:29.445 --> 01:14:29.905
and give us

1534
01:14:34.985 --> 01:14:35.905
probably having the hardest time.

1535
01:14:36.045 --> 01:14:40.725
Us guys are, are terrible about getting feelings out.

1536
01:14:40.865 --> 01:14:44.045
So that energy out of us, we have to do that.

1537
01:14:44.055 --> 01:14:47.095
Thank you for bringing that up. Um, that's huge.

1538
01:14:47.645 --> 01:14:50.055
What else you got before we, uh, take a break and,

1539
01:14:50.055 --> 01:14:51.245

and do a bladder relief program?

1540
01:14:53.925 --> 01:14:54.945
Oh, so the question was,

1541
01:14:55.045 --> 01:14:57.075
who should do it within the organization?

1542
01:14:57.075 --> 01:14:59.755
Well, I'll tell you what typically happens. Hr, right?

1543
01:14:59.755 --> 01:15:01.915
They're used to getting screamed at all the

1544
01:15:01.915 --> 01:15:02.995
time, so why not?

1545
01:15:03.505 --> 01:15:04.565
Uh, but somebody

1546
01:15:04.585 --> 01:15:07.715
and I, I think you, you made the point, sir, says, just

1547
01:15:07.715 --> 01:15:09.395
because you're in hr, you know,

1548
01:15:09.395 --> 01:15:11.275
there's a presumption organizationally

1549
01:15:11.275 --> 01:15:12.675
that you're gonna do this thing.

1550
01:15:12.825 --> 01:15:15.155
Wait a minute, do I get a say so here?

1551
01:15:15.475 --> 01:15:16.715
'cause this is a big fricking deal.

1552
01:15:17.525 --> 01:15:19.055
Getting on the phone and,

1553
01:15:19.475 --> 01:15:21.375
and changing someone's life forever

1554
01:15:22.035 --> 01:15:24.975
is not something I was told about in the interview when I

1555
01:15:24.975 --> 01:15:26.175
signed up for this company.

1556
01:15:26.195 --> 01:15:27.575
And I don't know how to do this right?

1557
01:15:27.635 --> 01:15:29.575
And by God, if there's one thing I wanna do, right?

1558
01:15:29.605 --> 01:15:31.815
This is it. I don't wanna mess this up.

1559
01:15:32.035 --> 01:15:33.295
How do I not mess this up?

1560
01:15:33.365 --> 01:15:36.135
There's been no training, there's no checklist for this.

1561
01:15:36.755 --> 01:15:39.455
I'm just told I'm in hr, so I'm just supposed to get on. No.

1562
01:15:39.485 --> 01:15:42.665
Okay, can I say no? Can I tell you I don't want to do this?

1563
01:15:42.725 --> 01:15:45.185
Can I tell you my father died, you know, two years ago

1564
01:15:45.185 --> 01:15:46.225
and I'm still dealing with that

1565
01:15:46.225 --> 01:15:48.145
and I I can't be accessible like that

1566
01:15:48.145 --> 01:15:49.265

for someone else right now.

1567
01:15:49.575 --> 01:15:52.225
This is, this is big, big deal that you brought out.

1568
01:15:52.725 --> 01:15:57.175
Um, who should do it is, uh, as, as hard

1569
01:15:57.175 --> 01:15:59.175
to put your hands on as anything else.

1570
01:15:59.675 --> 01:16:00.705
Sound a bit like a lawyer.

1571
01:16:00.705 --> 01:16:03.905
And I'm just gonna say, but I think at the very least,

1572
01:16:03.925 --> 01:16:05.665
you gotta have someone who says, look, I don't want

1573
01:16:05.665 --> 01:16:07.695
to do this, but I I'll do it.

1574
01:16:07.945 --> 01:16:10.715
I'll try. Train me. Can you resource me?

1575
01:16:11.205 --> 01:16:13.145
Can I make commitments on this organization?

1576
01:16:13.175 --> 01:16:15.145
That family says I need something right now.

1577
01:16:15.365 --> 01:16:17.145
Am I allowed to say yes to that? Can I spend money?

1578
01:16:17.955 --> 01:16:20.695
Can I commit this company to action if they need something?

1579
01:16:21.415 --> 01:16:23.155
Oh, I love this concept that, you know,

1580
01:16:23.155 --> 01:16:25.995
big organizations always say, Hey Don, you, you gotta know

1581
01:16:25.995 --> 01:16:28.075
that if an accident happens, checkbooks out the window,

1582
01:16:29.505 --> 01:16:32.235
checkbook is never out the window because

1583
01:16:32.325 --> 01:16:34.985
after an emergency, an organization become very,

1584
01:16:35.335 --> 01:16:36.905
very protective, uh,

1585
01:16:36.905 --> 01:16:39.625
and very nervous about downstream liability, right?

1586
01:16:39.805 --> 01:16:43.505
And so funding streams may close up, decisions may change.

1587
01:16:44.135 --> 01:16:46.825
Yeah, man, you guys are bringing out some fantastic stuff.

1588
01:16:46.885 --> 01:16:48.385
Who should do it? Any of us

1589
01:16:48.925 --> 01:16:51.145
who have a willing heart have some training

1590
01:16:51.645 --> 01:16:54.315
and are resourced to do notification.

1591
01:16:55.615 --> 01:16:57.115
So, uh, I actually had a, a comment

1592
01:16:57.215 --> 01:16:59.195
and a question, uh, actually on this exact subject.

1593
01:16:59.665 --> 01:17:01.365

Uh, one of the places that I worked, uh,

1594
01:17:01.365 --> 01:17:04.525
on your emergency contact form, uh, they actually had you,

1595
01:17:04.865 --> 01:17:07.965
you could identify who you wanted to do the actual

1596
01:17:09.820 --> 01:17:10.900
notifications friend network

1597
01:17:10.985 --> 01:17:12.895
or, uh, basically it gets back

1598
01:17:12.895 --> 01:17:15.885
to the whole trust personal side of this.

1599
01:17:15.885 --> 01:17:18.165
Rather than having some manager that you hate

1600
01:17:18.185 --> 01:17:20.685
or some HR person that doesn't know you

1601
01:17:20.685 --> 01:17:22.845
or your family, you can say, Hey, I have this coworker

1602
01:17:22.845 --> 01:17:25.875
that I've worked for the past 10 years.

1603
01:17:25.995 --> 01:17:30.625
I want him, I always thought that was

1604
01:17:32.235 --> 01:17:35.565
if, if I want you to, I want to, actually, the

1605
01:17:38.225 --> 01:17:39.945
other question I had is you talked about, you know,

1606
01:17:39.945 --> 01:17:41.825
obviously within your company, you know,

1607
01:17:41.905 --> 01:17:43.385
keeping corporate policy on social

1608
01:17:47.635 --> 01:17:51.485
engine calls you, what is the best response when your

1609
01:17:52.375 --> 01:17:54.765
family either direct family in calls you?

1610
01:17:54.765 --> 01:17:57.375
Because Ivana in Wichita,

1611
01:17:58.905 --> 01:18:01.545
I've lived there at times when an air crashed at the

1612
01:18:02.625 --> 01:18:04.065
air cloud of smoke coming from the airport.

1613
01:18:04.815 --> 01:18:07.655
It calls from wife from everyone saying, Hey,

1614
01:18:07.695 --> 01:18:09.135
I know you're a flight test under your flying.

1615
01:18:09.175 --> 01:18:12.595
I see an airplane is crashed. What do you tell them?

1616
01:18:12.595 --> 01:18:13.835
Because you can't necessarily

1617
01:18:14.775 --> 01:18:17.195
what they put out on social media.

1618
01:18:17.195 --> 01:18:18.995
What, what would be your your recommendation

1619
01:18:22.975 --> 01:18:23.975
For that?

1620
01:18:25.865 --> 01:18:27.485

Wow. Uh, those are big ones.

1621
01:18:27.625 --> 01:18:29.725
Um, and, and of course every family is different.

1622
01:18:29.725 --> 01:18:31.475
Mine would call and say, Hey Don,

1623
01:18:31.475 --> 01:18:33.075
just making sure your life insurance pop.

1624
01:18:35.275 --> 01:18:36.995
But okay, so two things.

1625
01:18:37.175 --> 01:18:39.035
One is, and

1626
01:18:39.035 --> 01:18:40.915
and this sort of touches on your

1627
01:18:40.915 --> 01:18:42.155
comment, sir, of who should do it.

1628
01:18:42.455 --> 01:18:43.755
Uh, Jason talked about a program

1629
01:18:43.765 --> 01:18:45.995
where it says you have the option to indicate,

1630
01:18:46.515 --> 01:18:47.755
I want this person to do it

1631
01:18:47.775 --> 01:18:49.575
for me if something happened to me.

1632
01:18:50.035 --> 01:18:53.855
Um, big hearted, right? That's, that's a personal touch.

1633
01:18:53.885 --> 01:18:55.295
What I want to share with you,

1634
01:18:55.435 --> 01:18:56.855
and this only comes from the school,

1635
01:18:56.975 --> 01:18:59.615
a hard knocks from watching it happen, right?

1636
01:18:59.665 --> 01:19:04.325
Carla is particularly among the pilot group, is

1637
01:19:05.065 --> 01:19:07.765
if you know the person that was involved in the event

1638
01:19:08.745 --> 01:19:10.805
and their emergency contact knows you,

1639
01:19:11.925 --> 01:19:14.345
you will inevitably find yourself in a

1640
01:19:14.345 --> 01:19:15.385
very difficult circum.

1641
01:19:16.915 --> 01:19:19.335
You're either gonna have to at some point be a bad employee

1642
01:19:19.475 --> 01:19:20.495
or a bad friend.

1643
01:19:20.995 --> 01:19:23.725
You'll have to pick beats.

1644
01:19:23.725 --> 01:19:28.265
What I mean is when the emergency contact says to you,

1645
01:19:28.345 --> 01:19:30.005
I want something, I'll wait.

1646
01:19:30.005 --> 01:19:34.065
Here's one we had. Um, I want your assurance, Jason,

1647
01:19:34.895 --> 01:19:37.985

that this company is not gonna blame this on.

1648
01:19:38.985 --> 01:19:41.735
I don't want to hear this pilot error crap, right?

1649
01:19:42.045 --> 01:19:43.915
I've never met a spouse yet, male

1650
01:19:43.935 --> 01:19:46.275
or female, who hasn't assured us

1651
01:19:46.715 --> 01:19:49.605
that their significant other wasn't the best by the book.

1652
01:19:49.705 --> 01:19:51.405
Safest pilot on God's green Earth.

1653
01:19:52.645 --> 01:19:54.825
That's what they believe in their hearts about you, not

1654
01:19:54.825 --> 01:19:59.455
that you do in case you're having a rough day.

1655
01:19:59.835 --> 01:20:03.455
Alright? So they're going to make statements

1656
01:20:03.605 --> 01:20:06.855
that are deeper on a relationship basis and, and,

1657
01:20:07.135 --> 01:20:11.625
and ask you to do things or defend or provide information.

1658
01:20:12.515 --> 01:20:15.235
Pillow talk being what it is, right?

1659
01:20:16.595 --> 01:20:19.535
Hey, was this this? He talked about this vulnerability.

1660
01:20:19.635 --> 01:20:20.775
He talked about this thing.

1661
01:20:20.835 --> 01:20:24.265
Was it that you can't say, I don't know.

1662
01:20:24.625 --> 01:20:26.345
I mean, you can, you could say, I don't know.

1663
01:20:26.505 --> 01:20:29.385
'cause that's the company line, right? Bad friend.

1664
01:20:31.245 --> 01:20:35.515
You could say, I want to tell you I'm going to,

1665
01:20:36.545 --> 01:20:37.765
you don't pin pilot error.

1666
01:20:40.055 --> 01:20:44.115
You can't say that, right? That's bad employee. Good friend.

1667
01:20:44.115 --> 01:20:45.995
Maybe that's bad employee.

1668
01:20:46.015 --> 01:20:50.425
We, we know we can't do, if I don't know the person I'm

1669
01:20:50.425 --> 01:20:54.105
talking to, but I'm representing a company that they know

1670
01:20:54.205 --> 01:20:55.665
and that they believe good things about.

1671
01:20:56.055 --> 01:20:57.105
There's a part of that

1672
01:20:57.105 --> 01:21:00.265
that does make it a little easier on both sides.

1673
01:21:01.335 --> 01:21:04.685
What do people really, really want in the wake

1674
01:21:04.685 --> 01:21:06.365

of a Goddard Reinhardt situation?

1675
01:21:06.395 --> 01:21:09.645
What do they really want? Seriously?

1676
01:21:09.705 --> 01:21:11.165
I'm asking like, that's the softball

1677
01:21:11.355 --> 01:21:15.095
they want.

1678
01:21:15.295 --> 01:21:16.735
Yeah, they want information.

1679
01:21:16.735 --> 01:21:18.255
They want fact, they want assurance.

1680
01:21:19.165 --> 01:21:21.335
They wanna know what happened. What do I do next?

1681
01:21:21.885 --> 01:21:23.145
If if you don't know something,

1682
01:21:23.175 --> 01:21:24.225
when will you know something?

1683
01:21:24.225 --> 01:21:28.785
What am I supposed to do now if you're a friend

1684
01:21:29.045 --> 01:21:32.065
to somebody, friend to

1685
01:21:32.935 --> 01:21:37.555
after this is just Don Trump,

1686
01:21:37.695 --> 01:21:39.035
so you can blow it off.

1687
01:21:39.035 --> 01:21:40.075
And I understand, right?

1688
01:21:40.285 --> 01:21:42.325
Because we, we work in very personal space.

1689
01:21:42.885 --> 01:21:47.405
But if you're a friend, be a friend to them after the ERP

1690
01:21:48.345 --> 01:21:51.455
because there are things in motion, things

1691
01:21:51.455 --> 01:21:52.455
that they require.

1692
01:21:52.595 --> 01:21:55.645
Things we can't say that was set up here.

1693
01:21:55.745 --> 01:21:57.765
It doesn't even say what we shouldn't say up here.

1694
01:21:58.395 --> 01:22:00.435
Just take that with you. Think it over.

1695
01:22:00.995 --> 01:22:03.695
Um, the other, the other aspect I think has to do

1696
01:22:03.695 --> 01:22:06.335
with the fact of, so you first said, you know,

1697
01:22:06.335 --> 01:22:07.415
having somebody who could call

1698
01:22:07.415 --> 01:22:10.615
or whatever, the other was your own family, I think, right?

1699
01:22:10.615 --> 01:22:13.645
Jason, what about your own family

1700
01:22:14.665 --> 01:22:16.795
instituting something called a call home program?

1701
01:22:17.185 --> 01:22:18.195

Call home program.

1702
01:22:18.655 --> 01:22:21.745
That is, if your ERP is activated, your aviation ERP

1703
01:22:22.425 --> 01:22:26.255
get on the line with your case.

1704
01:22:26.255 --> 01:22:27.735
You hear something, we're dealing

1705
01:22:27.735 --> 01:22:29.695
with something difficult at work, I'm fine.

1706
01:22:30.865 --> 01:22:33.685
You call cousin Clem and Aunt Sally and everybody else

1707
01:22:33.705 --> 01:22:36.495
and let 'em know they're probably gonna make the news.

1708
01:22:36.605 --> 01:22:37.895
Just let 'em know I'm fine

1709
01:22:38.035 --> 01:22:40.245
and please don't answer any questions

1710
01:22:40.245 --> 01:22:41.125
and I'm gonna help you by

1711
01:22:41.125 --> 01:22:42.245
not telling you much more than that.

1712
01:22:42.265 --> 01:22:46.455
But you know, honey, I'm fine. That kind of thing.

1713
01:22:47.055 --> 01:22:48.715
My family gets very alarmed when I make it.

1714
01:22:49.745 --> 01:22:52.085
But hopefully for you, no, nothing. I'll try harder.

1715
01:22:52.155 --> 01:22:55.455
It's, it's break time. Call home program is very,

1716
01:22:56.455 --> 01:22:57.775
they've activated our ERP.

1717
01:22:57.995 --> 01:23:00.055
Let me stem off all those inbound calls

1718
01:23:00.055 --> 01:23:01.575
that are coming from my own family

1719
01:23:01.635 --> 01:23:02.855
and just say, Hey guys, I'm fine.

1720
01:23:03.075 --> 01:23:05.765
Can you tell everybody else? I'm fine. We got work to do.

1721
01:23:06.275 --> 01:23:10.335
I'll catch up with you when I can. Pretty, pretty simple.

1722
01:23:10.345 --> 01:23:14.325
Seems to work. Those organizations that use it. Um, yeah.

1723
01:23:15.125 --> 01:23:16.585
All right. What else? Anything else?

1724
01:23:18.015 --> 01:23:22.425
We'll talk more, but yes ma'am. Woo. She's fired up.

1725
01:23:22.445 --> 01:23:23.445
She asked for the microphone.

1726
01:23:24.675 --> 01:23:28.335
So, so, um, I have an observation to make, uh,

1727
01:23:28.915 --> 01:23:30.525
perhaps not quite a question.

1728
01:23:31.175 --> 01:23:33.685

Um, PAX River folks,

1729
01:23:33.835 --> 01:23:36.805
they may remember LA last year in March,

1730
01:23:37.595 --> 01:23:40.105
there was a school shooting at our local high school.

1731
01:23:40.285 --> 01:23:41.645
Oh yeah. Um,

1732
01:23:41.945 --> 01:23:45.255
my teenager's friend was killed in the school shooting.

1733
01:23:46.155 --> 01:23:49.615
And as I, as you talked about the notification plan

1734
01:23:50.495 --> 01:23:54.265
and talked about the emergency response, my mind

1735
01:23:54.645 --> 01:23:57.825
and I have been in two accident investigation teams

1736
01:23:58.165 --> 01:23:59.825
for, uh, aerospace.

1737
01:24:00.595 --> 01:24:04.145
Um, so you know that I was on that focus,

1738
01:24:04.245 --> 01:24:07.345
but I jumped at some point to the school notification

1739
01:24:07.345 --> 01:24:10.455
and thought, why don't you give this training to,

1740
01:24:11.785 --> 01:24:16.155
because, um, we have 1800 students in that high school.

1741
01:24:17.005 --> 01:24:20.765
And the notification was horrible.

1742
01:24:21.975 --> 01:24:24.425
The management was awful.

1743
01:24:24.735 --> 01:24:27.265
Some parents didn't get their kids back until seven

1744
01:24:27.265 --> 01:24:30.595
or eight o'clock that night because they locked them down.

1745
01:24:33.025 --> 01:24:37.285
Um, and each parent's response was completely different.

1746
01:24:37.465 --> 01:24:41.125
So some parents were like, yes, law enforcement's telling me

1747
01:24:41.125 --> 01:24:45.125
what to do and I will sit here quietly in the, the, we

1748
01:24:45.825 --> 01:24:47.185
a couple high schools in the county.

1749
01:24:47.245 --> 01:24:49.205
And they, they actually took all the kids

1750
01:24:49.205 --> 01:24:50.685
to the other high school and,

1751
01:24:51.105 --> 01:24:55.455
and, um, put us in the auditorium of the other high schools

1752
01:24:55.635 --> 01:24:57.135
so that they could make sure they were

1753
01:24:57.455 --> 01:24:58.975
matching kid to parent.

1754
01:24:58.975 --> 01:25:01.215
Because apparently predators come in

1755
01:25:01.215 --> 01:25:05.205

and use that as an opportunity to take children away, uh,

1756
01:25:05.265 --> 01:25:06.565
and pretend to be parent.

1757
01:25:07.645 --> 01:25:09.905
Um, so the FBI was there and everything.

1758
01:25:10.625 --> 01:25:13.905
Um, but, but some people were, yes,

1759
01:25:13.915 --> 01:25:15.665
we'll do whatever law enforcement says.

1760
01:25:15.675 --> 01:25:17.905
We'll sit here quietly and tell you, call our name

1761
01:25:17.905 --> 01:25:19.545
and tell us we can go get our child.

1762
01:25:20.305 --> 01:25:23.585
And other people were not, right?

1763
01:25:23.655 --> 01:25:25.985
They're like, you're not gonna tell me what to do.

1764
01:25:26.125 --> 01:25:28.905
I'm gonna go storming the over there and get my child.

1765
01:25:29.125 --> 01:25:31.745
And, and all of a sudden you've got a parent

1766
01:25:31.745 --> 01:25:33.265
that's up against a state trooper.

1767
01:25:34.075 --> 01:25:36.135
Um, and some of it is

1768
01:25:36.135 --> 01:25:39.655
because the information did not flow well.

1769
01:25:40.775 --> 01:25:44.155
'cause the school district didn't have an appropriate

1770
01:25:44.505 --> 01:25:46.115
emergency response plan

1771
01:25:46.305 --> 01:25:49.675
that addressed the communication with the parents.

1772
01:25:50.995 --> 01:25:54.535
And we sat in that auditorium with no information

1773
01:25:55.725 --> 01:25:56.945
for hours.

1774
01:25:59.515 --> 01:26:04.045
Uh, I can't imagine that, uh, you, you father and myself.

1775
01:26:05.735 --> 01:26:08.505
Um, and, and what that felt still feels like.

1776
01:26:10.045 --> 01:26:14.295
And, and we, we know when things are not done correctly.

1777
01:26:14.295 --> 01:26:17.055
We can feel it. We can see it, some of you through it.

1778
01:26:17.675 --> 01:26:19.475
I, I think our sort of implied mandate,

1779
01:26:19.535 --> 01:26:23.555
at the very least leaving this room is to never allow such

1780
01:26:23.555 --> 01:26:25.875
that we can our organization to go through that.

1781
01:26:27.175 --> 01:26:28.595
To me, and this is the good news,

1782
01:26:28.595 --> 01:26:32.445

hopefully the inherent simplicity in what people

1783
01:26:32.705 --> 01:26:34.325
and organization need

1784
01:26:34.625 --> 01:26:37.895
and need to do in any emergency situ.

1785
01:26:38.995 --> 01:26:40.365
Just that we never practiced it.

1786
01:26:41.815 --> 01:26:43.675
We never practiced it with rigor.

1787
01:26:44.735 --> 01:26:46.075
And make it as real as you can.

1788
01:26:46.095 --> 01:26:49.915
And I gotta credit Tom, you know, uh, with, with a lot

1789
01:26:49.915 --> 01:26:52.435
of caution and carefulness, he challenged us.

1790
01:26:52.455 --> 01:26:54.475
Say, look, put some videos together.

1791
01:26:54.745 --> 01:26:56.115
Make this a little real

1792
01:26:56.335 --> 01:26:58.235
so we can get this kind of discussion going.

1793
01:26:59.125 --> 01:27:00.555
Thank you for sharing that.

1794
01:27:00.695 --> 01:27:03.075
And those lessons are the ones that trans

1795
01:27:04.435 --> 01:27:05.435
people need information.

1796
01:27:06.525 --> 01:27:10.225
It's gonna take long. Just tell us why it taking so long.

1797
01:27:10.455 --> 01:27:12.105
Tell us what we're supposed to do next.

1798
01:27:12.525 --> 01:27:14.385
And just tell me with surety

1799
01:27:14.405 --> 01:27:16.945
and trust, where's the people I care about right now?

1800
01:27:17.245 --> 01:27:19.465
And are they being taken care of? Are they okay?

1801
01:27:19.565 --> 01:27:22.555
Are they safe? Fail to do any of those?

1802
01:27:23.055 --> 01:27:24.635
And people gravitate to you

1803
01:27:25.225 --> 01:27:27.765
think your information is better at headquarters.

1804
01:27:28.115 --> 01:27:29.845
They think they can find out what's

1805
01:27:29.845 --> 01:27:30.965
going on and get the things.

1806
01:27:31.065 --> 01:27:34.405
We all as human beings, crisis

1807
01:27:34.465 --> 01:27:38.255
and loved ones.

1808
01:27:38.845 --> 01:27:40.425
We will do those things naturally

1809
01:27:40.525 --> 01:27:42.565

unless there's a countermeasure to it

1810
01:27:42.585 --> 01:27:45.645
and that enough to be of value.

1811
01:27:46.035 --> 01:27:49.005
I'll stay where I am if I'm getting updated information

1812
01:27:49.005 --> 01:27:50.165
and I feel connected to you

1813
01:27:50.645 --> 01:27:54.855
and I feel a sense of leadership, man presence.

1814
01:27:55.075 --> 01:27:57.605
Alright, big stuff. Good stuff.

1815
01:27:57.955 --> 01:28:00.015
This people theme is gonna continue.

1816
01:28:00.275 --> 01:28:02.295
Tom, I think we're ready for a break. Is that right, sir?

1817
01:28:02.825 --> 01:28:04.005
Yes. But before we go,

1818
01:28:06.285 --> 01:28:07.415
what do you think about this audience?

1819
01:28:07.895 --> 01:28:09.295
I think I, we got a good engagement here.

1820
01:28:09.395 --> 01:28:10.415
We got great engagement.

1821
01:28:10.455 --> 01:28:12.215
I, it wasn't a surprise I guess, but, uh,

1822
01:28:12.215 --> 01:28:13.735
It is a workshop. They're here to learn. So

1823
01:28:14.105 --> 01:28:15.575
These questions are spot on.

1824
01:28:15.855 --> 01:28:17.495
I mean, I, I actually thought I could come in here and

1825
01:28:19.335 --> 01:28:20.575
I have a polling question for this group.

1826
01:28:21.655 --> 01:28:23.985
In the last year, how many

1827
01:28:24.065 --> 01:28:26.505
of your organizations have done an emergency response drill

1828
01:28:26.505 --> 01:28:31.145
that included flight test, crisis, communication,

1829
01:28:32.385 --> 01:28:33.405
and family assistance?

1830
01:28:36.735 --> 01:28:39.985
Okay, only three, four hands. Less than six Don.

1831
01:28:39.985 --> 01:28:41.465
In the next section, next segment,

1832
01:28:41.515 --> 01:28:42.625
we're gonna have to address this.

1833
01:28:43.105 --> 01:28:46.045
We need some advice for us frustrated safety people on how

1834
01:28:46.045 --> 01:28:47.045
to convince our organizations

1835
01:28:47.045 --> 01:28:49.245
that this is critically important, that we need to do this.

1836
01:28:50.185 --> 01:28:51.725

We need to be ready, we need to be prepared.

1837
01:28:52.895 --> 01:28:55.475
We need to be able to succeed in doing emergency response.

1838
01:28:57.275 --> 01:28:58.495
He gave you the priorities.

1839
01:28:58.905 --> 01:29:03.145
Simple math is, is quite easy on this, but the work is hard.

1840
01:29:03.175 --> 01:29:06.515
True. A couple of admin, uh, items

1841
01:29:06.515 --> 01:29:09.755
before we go on break, uh, I guess the refreshments are

1842
01:29:09.815 --> 01:29:11.315
inside here as opposed to outside.

1843
01:29:11.405 --> 01:29:12.515
Sorry about the, the noise.

1844
01:29:14.495 --> 01:29:16.995
If you're looking for a continuing education certificate,

1845
01:29:17.025 --> 01:29:19.075
they're out with Paul and Lori on this

1846
01:29:19.075 --> 01:29:20.155
hallway out here at the desk.

1847
01:29:20.155 --> 01:29:22.945
Okay? Our next special

1848
01:29:22.955 --> 01:29:25.755
guest, we'll touch your heart.

1849
01:29:27.085 --> 01:29:29.225
Uh, so we want to be back in the seats at 10 o'clock

1850
01:29:29.225 --> 01:29:30.885
sharp for her presentation.

1851
01:29:31.975 --> 01:29:32.615
Thank you very much.