“An Airplane Is Down...”
Emergency Response in the Pandemic Era
February 2-4, 2021
PRELIMINARY AGENDA

Tuesday, February 2

5:00 – 6:00 pm ET  AERO General Membership Meeting

6:00 – 7:15 pm ET  Welcome Reception – A New Virtual Symposium World
                     General comments
                     “Where Did the Airplane Go?”
                     A discussion with world-renowned illusionist David Copperfield

Wednesday, February 3

9:30 – 10:00 am ET  Login and Open Floor for Networking

10:00 – 10:15 am ET  Opening Program Comments and Platform Overview

10:15 – 10:45 am ET  The Changing Face of Accident Investigation
                     A discussion with the Honorable Jennifer Homendy, Member, National Transportation Safety Board

                    A real-time emergency response simulation that includes the Go Team, Corporate Command Center, Family Assistance Team, NTSB investigators and more. Our panel will occasionally stop the action to discuss what’s happening.
                    – Pre-COVID vs. current responses
                    – The first 72 hours
                    – The Corporate Command Center
                    – “Can you hear me?” and other technical issues
                    – What will the Go Team look like?
                    – Will family assistance change (forever)?
                    – Using social media
                    – Your Emergency Response Plan

12:15 – 12:30 pm ET  Networking Break
12:30 – 1:30 pm ET  Lunch Discussion With a Special Guest
“2020 ... The Max, COVID-19 and the Year That Was”
A discussion with Dan Elwell, former FAA Deputy Administrator

1:30 – 2:00 pm ET  Part Two: Structuring an Effective Tabletop Training Exercise
   – Who, what, when, where, why and how
   – Creating a fact pattern
   – Working with third-party providers
   – To give or not to give notice?

2:00 – 2:45 pm ET  “How We Survived!”
A moderated panel discussion on how the aviation industry is weathering the pandemic and changes to expect going forward
   – Disruptive passengers
   – “Goodbye, my little pony!” Service animals in 2021
   – Changes in the world of family assistance
   – Claims reviews

2:45 – 3:00 pm ET  Day One Wrap-Up Comments

Thursday, February 4

9:30 – 9:55 am ET  Login and Open Floor for Networking

9:55 – 10:00 am ET  Day Two Program Comments and Platform Overview

10:00 – 10:45 am ET  Whistleblowers and the Aviation Industry: Playing Offense & Defense
   – What is a whistleblower?
   – The roles of the FAA, DOT, IG, ICE, DOJ, FBI, et al.
   – How to avoid being the target of whistleblowers
   – How to respond when you hear the whistle blow
10:45 – 11:30 am ET  Effective Media Strategies in 2021
   – Getting passengers back
   – Media and the virtual world
   – Who, what, when, where and how
   – “You can’t say that!” How to say it
   – “Practice, practice, practice!” and how to do it effectively
   – “Whoa, that’s not right!” What to do when the media gets it wrong

11:30 – 12:15 pm ET  “On Your Left is the Moon” – A Look Ahead at Commercialized Space Travel
   – What to expect in 2021 and beyond
   – The regulatory landscape
   – What will the accident investigation process look like?
   – Family assistance in the Space Age

12:15 – 12:30 pm ET  Wrap Up and Adjournment