

The 2019 Aviation Symposium



The 13th Annual Aviation Symposium

“An Airplane Is Down . . . In A Foreign Country”

["muD Dujtlnwl....lath chenpu!"](#)

February 5-7, 2019 at The Ritz-Carlton, Tysons Corner

Agenda

Tuesday, February 5, 2019

- | | |
|----------------|--------------------------------------------------------------------------------------------------------|
| 3:30 – 4:00 pm | Aviation Emergency Response Organization (AERO) Board Meeting
Salon 3, 5 th Floor |
| 4:00 – 5:00 pm | AERO General Memberships Meeting
Salon 3, 5 th Floor |
| 6:00 – 7:30 pm | Welcome Cocktail Party
Old Dominion Room
4 th Floor, Main Lobby Level |
| | Dinner on Your Own |

Wednesday, February 6, 2019

- | | |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:00 – 9:00 am | Continental Breakfast/Registration
Salons 2 & 3, 5 th Floor |
| 9:00 – 9:15 am | Welcoming Comments and Overview of the Program |
| 9:15 – 10:45 am | “An Airplane Is Down . . . In a Foreign Country” <ul style="list-style-type: none">• Who Does What, When, Where, Why and How?• ICAO Annex 13• Role of the NTSB, State Department, FAA and other government agencies• Criminalization• Family assistance Issues• Cultural Issues• How do you deal with problems in the investigation• Litigation and related considerations• What happens to the crew |

The 2019 Aviation Symposium



10:45 – 11:00 am

Break

11:00 – Noon

“An Airplane Is Down In A Foreign Country.” Continued

Noon – 1:15 pm

**“Going to Space” – A Very Special Presentation and Q & A with Virgin Galactic
Boxed Lunch Presentation**

1:15 – 2:15 pm

The SAFETY Act: Not Just For What You Think!

- What it is
- Why you should care
- What it gets you
- How you get approval

2:15 pm – 3:15 pm

Disgruntled Passengers: “Everything But Money!”

- Avoiding passenger claims
- Resolving those that can’t be avoided
- The first lines of defense: Flight Attendants, Customer Service Agents, Pilots and other Passengers
- Writing Reports
- Uh-Oh! . . . A Lawsuit Has Been Filed

3:15 – 3:30 pm

Break

3:30 – 4:00 pm

Squirrels, Peacocks and Other Emotional Support and Service Animals

- What they are and what they’re not ...
- Where do we stand today?
- The “Rules”: A Moving Target
- Dealing with animals in the cabin . . .

4:00 – 4:45 pm

So You’re Involved In the Investigation! The Who, What, When, Where, Why and How

- Accident/investigations: What are they?
- Role of the company the union the insurer.
- Passenger incident investigations
- Being a witness
- Writing reports
- Interviews
- What to say and what not to say
- What happens next

The 2019 Aviation Symposium



- 4:45 – 5:15 pm** **“MH 370 Five Years Later . . . and Counting!”**
An update from the Malaysia Airlines Emergency Response Team on Dealing with the Families
- 5:15 - 5:30 pm** **First Day Wrap Up**
- 6:30 – 8:00 pm** **Networking Cocktail Party and Dinner**
Join, mix and mingle with your colleagues for cocktails and dinner

Salon 1, 5th Floor

Thursday, February 7, 2019

- 8:00 – 9:00 am** **Continental Breakfast/Registration**
Salons 2 & 3, 5th Floor
- 9:00 – 9:30 am** **Keynote Comments Followed by Q & A**
Bruce Landsberg, Vice Chairman, National Transportation Safety Board

“The NTSB and Aviation Safety . . . Changing Priorities”
- 9:30 – 10:00 am** **“Welcome to the Wonderful World of LOIs, NPCP, Civil Penalties and Certificate actions”:
How Not to Deal with the FAA and the Enforcement Process**
- FAA, DOT and TSA
 - Letters of investigation: How to Respond
 - Notices of Proposed Civil Penalties
 - Civil Penalties
 - Informal Conferences: Who, What, When and Where
 - What Happens Next
- 10:00 – 10:15- am** Break
- 10:15 – 11:15 am** **The Challenges and Changing Face of Family Assistance Planning Training and Response**
- Everything has changed . . . nothing has changed!
 - Passenger List and Manifests: What’s The Policy?
 - Foreign Accidents v. Domestic Accidents
 - Training for the family response outside the United States
 - When and How to Say “No!”
 - Third Party Contractors and Foreign Contractors
 - First Responders

The 2019 Aviation Symposium



11:15 – 12:15 pm

**The Tenth Annual FAA \ NTSB Panel:
Senior FAA\NTSB Officials (Present and Past) Focus on What to Expect in 2019**

- The FAA Reauthorization Act of 2018
- Safety or Comfort: Seat Size
- The Drones are Coming! The Drones are Coming!
- Fixing Flight Attendants Issue

and a whole host of hot topics for 2019

12:15 – 12:30 pm

Wrap Up and Adjournment