

SILICON VALLEY'S AIRPORT



Presentation to Cal OES and CAPIO – Jan. 7, 2019

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On the Front Line, On Camera



Perimeter breach, GA accidents, fatality copycats

Flooded terminal



Support to SFO, Asiana accident

Hawaii Stowaway – Easter Sunday



- Confirm, reconfirm, then confirm again, esp. at the incident outset
- Have a buddy, if resources permit, to observe/listen for messaging, body language, tone, etc.
- Express empathy, even when regulations may have been violated

SFO/Asiana – Fourth of July Wknd



“I heard two of your radio interviews...the care, concern and compassion you expressed came across as sincere and heartfelt, and your calm caring demeanor during the interview was just right.

You mentioned several times how SJC was there to provide support to SFO.

I heard a lot of people jabbering on and speculating, sensationalizing, and hyperbolizing.

You were a breath of fresh air.”

Email received from Henry Warren,
retired battalion chief, Contra Costa County Fire.



San Jose Airport @FlySJC

13m

Due to #SFO crash, some flights are being diverted to SJC and other airports. Please check with your airline for updated information.

Expand

- Stay in your lane
- Don't speculate
- Offer support, regionally
- Social media use: sparingly/strategically

Terminal A Flood – Monday, 0215 hrs.



- Request support early
- Communications tools:
Murphy's Law
- Self-care and responsive:
schedule resources 24/7

Term A Sky Bridge (2nd level) during water valve rupture. The haze seen in the photo is steam from the ruptured line.

General Aviation Accidents – Day, Night, On- and Off-Airport



- FAA or NTSB is in charge!



- Minimize info shared; pilot may not be in a position to speak for self
 - FAA PIO is a great resource

- Access to mental health support, post-event

Thank You



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