



Amalgam Virgo 02 Lessons Learned

Presented by
Keith Hansen
Delta Airlines, Inc
August 6, 2002





Key Lessons Learned

- Pilot Thought Process
- Communication
- Impact to Common Strategy
- Delta Has Significant Information Which Others Needed - But Not Requested





Pilot Thought Process

- Fully Disable Aircraft Immediately?
- Force Situation into Piloting Skills Hijacker May Not Have
- Shrink Circle of Destinations
- Communicate Everything Possible In Every Way Possible
- Always Have a Plan to Prevent Aircraft from being Used as a Weapon
- Disable Aircraft Upon Landing





Communication

- Exercise Communication Severely Limited when National Net was Not Activated
- Most Communication was One Way From Delta
- Adjustments to Internal Communication between Operations and Emergency Command Center
- Anticipated Use of Secure Communication?
- Prioritize Ground to Air Communication





Impact to Common Strategy

- Limited Understanding by Participants
- Declaration of Hostile?
- Crew Verification Process
- FAM/Flight Attendants Understanding Each Others Roles and Processes
- Emergency More Likely Than Hijack
- Flexibility to Address Emergencies with Limited Communication is Needed





Delta Has Significant Information

- Passengers and Crew
- Aircraft Configuration
- Extensive Technical and Operational Expertise
- Processes to Confirm Delta Employees





Recommendations

- ➔ Military Needs to Communicate the Common Strategy to Key Decision Makers
- ➔ Communications Processes Need Optimization
- ➔ Lessons Learned Should be Shared with the Industry
- ➔ Joint Interaction/Training between FAMs and Flight Attendants

