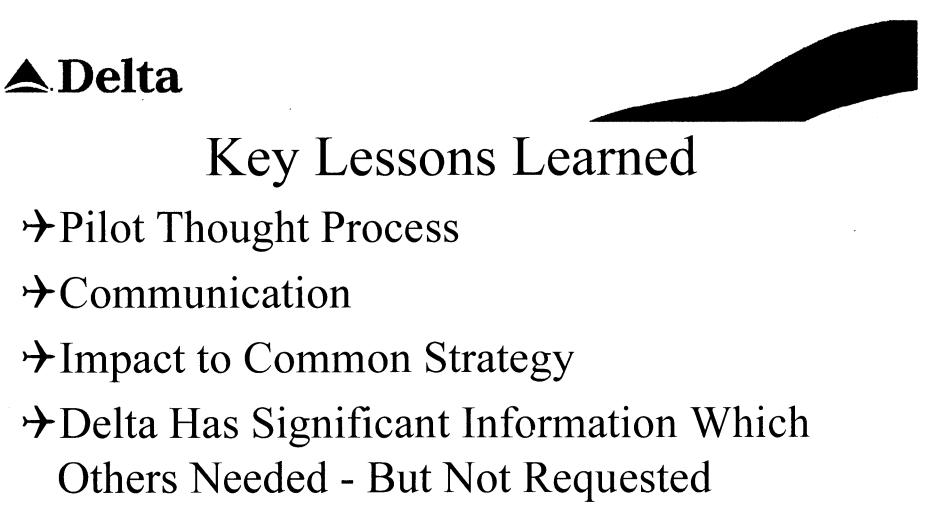




Amalgam Virgo 02 Lessons Learned

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









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



▲ Delta

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







- + 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

▲ Delta

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

