



**JAA**

Jacksonville  
Aviation  
Authority



**Jacksonville International Airport  
Bomb Threat  
October 1, 2013**

**ACI LEGAL CONFERENCE  
VIOLENT INCIDENTS AT AIRPORTS  
MAY 4, 2017 9:30A.M.**




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# PRESENTERS & AGENDA

- Mark Stevens, Director of Aviation Security
- Terry Dlugos, Director of JIA Operations

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1. Overview of Incident from Police and Operations
  2. Lessons Learned
  3. Aftermath and the Lawyer's Role
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# Overview

- At approximately 5:38 PM on October 1, 2013, the Jacksonville International Airport had a bomb scare.

- Catherine Swan-Clark, a Naples businesswoman, said she was going through security just before the body scanner when he “tried to push past me.”
  - Her TSA agent told him he couldn’t go past, but he tried to get through the metal detector as more agents stopped and questioned him.
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- “That is when I hear the agent say, ‘You have a bomb?’ and he said, ‘I have a bomb,’ ” Swan-Clark said. “They told everyone to stop screening. ...
- Then a minute or two passed before they said: ‘Everyone out of here,’ then they pushed people out of the terminal.”




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**Zeljko Causevic,**  
**age 39**

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# Overview/Police

- Approximately 5:45 PM, another individual is identified as a potential threat. He has another bag and is acting suspicious, including running in the opposite direction as the police are approaching the checkpoint.
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**Manuel Rivera age 35**




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# Overview/Police

- Lt. Mark Stevens (second in command at that time, and now the JAA Chief of Police) takes over the scene, contacts the Jacksonville Sheriff's office (JSO) for assistance, and contacts the FBI.
  - Within minutes, contact has been made with the JSO and the FBI, and the decision is made to evacuate the terminal.
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# Overview/Police

- JSO stops traffic into the Airport;
  - Lt. Stevens and JSO establish a command center outside of the area;
  - JSO bomb units and JAAPD officers begin processing the terminal, garages and parking areas
  - Meanwhile...
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# Overview/Police

- Within an hour of the first threat, contact is made by a US Airways aircraft taxiing concerning an individual who is refusing to follow crew instructions and will not sit down while the flight is taxiing.

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# Overview/Police

- Police advised the Captain not to come back to the gate, but to keep a 500' clearance;
  - Police approached and boarded the plane to speak to the individual;
  - The individual was removed from the plane, and ultimately determined to not be involved in any way
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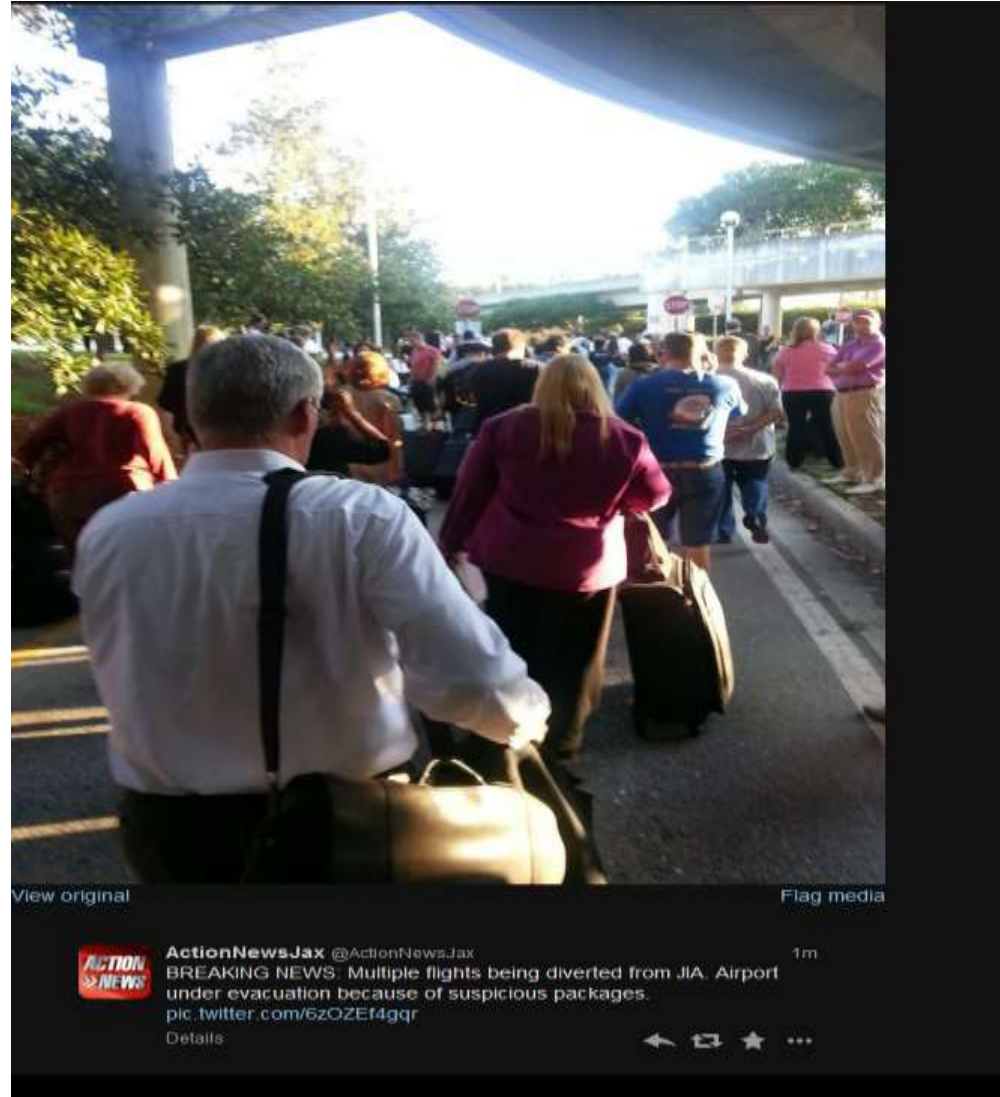
# Overview/Police

- He apparently did not want to sit down because the person in the seat next to him was coughing!

# Media/ Social Media Coverage



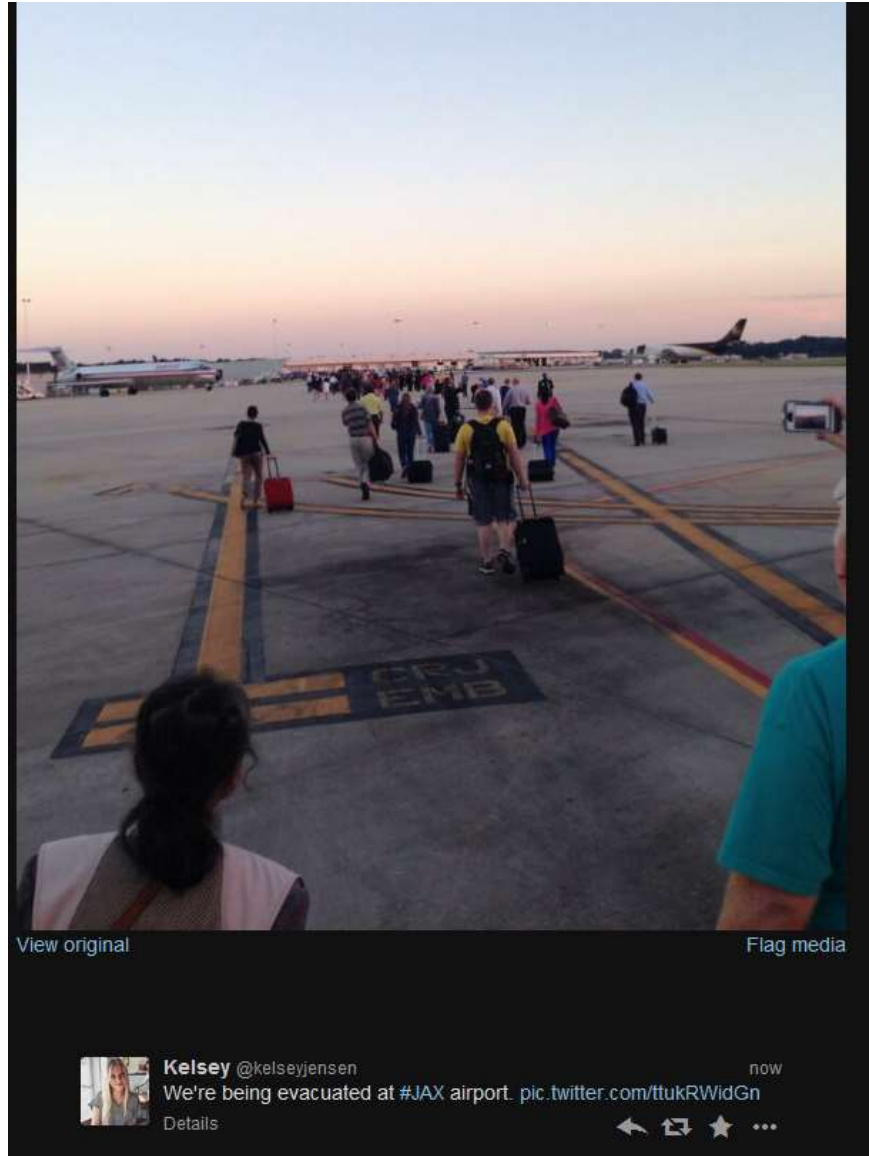
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# Media/ Social Media Coverage



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# Media/ Social Media Coverage



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**BuzzFeed News** @BuzzFeedNews

1 Oct

People evacuating the terminals onto the tarmac at Jacksonville Airport, @wjxt4 reports [pic.twitter.com/TIQMjhRYzf](https://pic.twitter.com/TIQMjhRYzf)

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21  
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3  
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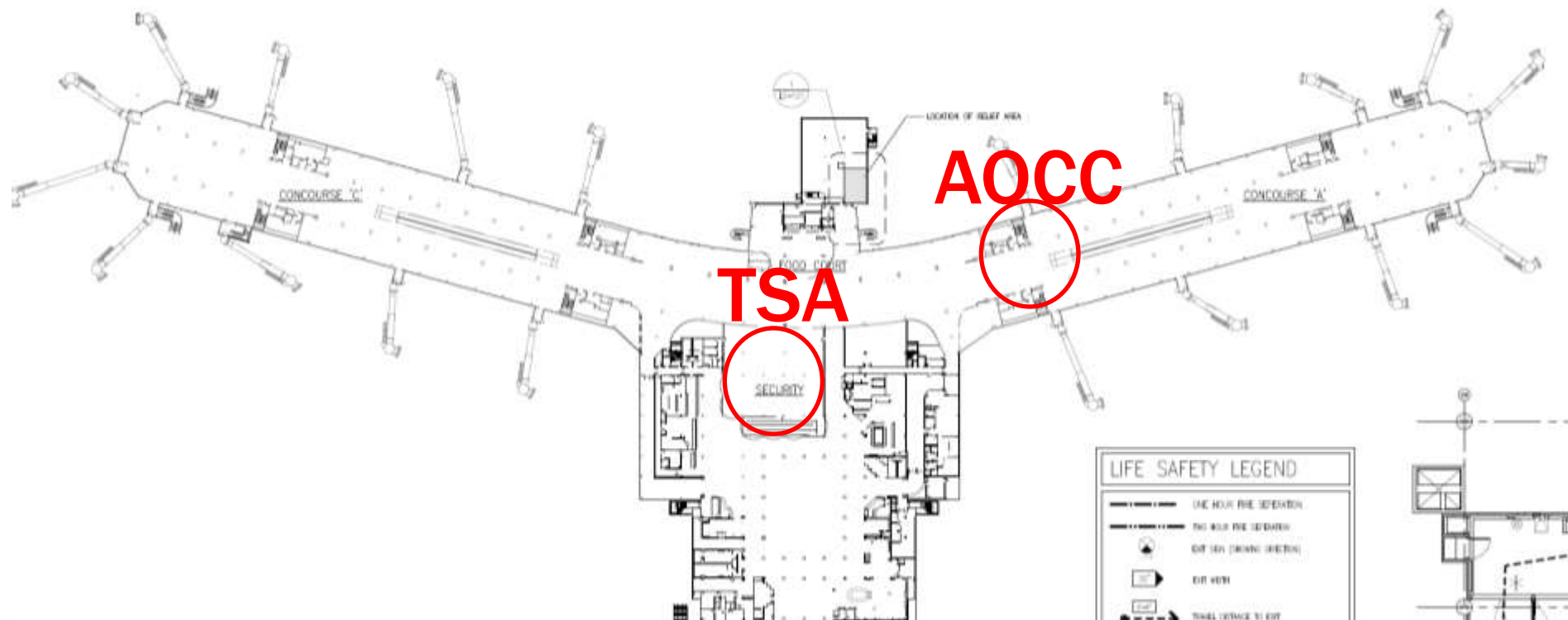
6:40 PM - 1 Oct 13 · Details

Flag media



# Overview/Operations


- Airport Operations Control Center (AOCC) & AEOC in danger zone



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# Overview/Operations

## Communications

- Phone lines overloaded
  - Challenge to get information out to Tenants
  - Operations not represented in Unified Command
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# Overview/Operations

## Evacuation of Customers/Employees

- Aircraft on the Ground
- Transporting/Sheltering
- Disabled Passengers
- Bathrooms




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# Overview/Operations

- **Resuming “Ops Normal”**
  - Employees to Terminal 1<sup>st</sup>
  - Collecting belongings/ Securing doors
  - After action de-briefs
  - Re-building trust and confidence


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# What we've done since...

- Re-write of Terminal Evacuation Plan
  - Quarterly Tabletop Exercises
  - Organization-wide Involvement in AEOC
  - Everbridge Mass Notification System
  - Design Phase of New AEOC (remote)
  - Phone Bank Capability
  - Emergency Responder Badges
  - Digital Emergency Messages
  - Workshop with City on Transport/Sheltering
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# Lessons Learned

- Practice, Prepare and Role Play
    - (Pre-plan and prepare for the worst);
  - Establish a Unified Command System and institute the NIMS process, and get appropriate people involved and trained
  - Be ready for transportation, locations to move individuals evacuated, consider disabled individuals and their needs;
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# Lessons Learned

- Establish emergency call back procedures, including identification, locations, process to enter areas;
  - Initiate contact with area-wide EOC individuals to access resource quickly;
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**Questions?**