



Grand Ballroom C April 2, 2019 | 1:00 PM



Presenters*

Stephanie Murphy

- Senior Director, Critical Infrastructure
- 18+ years Emergency Manager / Practitioner
- Airport Emergency
 Manager for 2 large hub airports

Doug Hofsass

- Senior Vice President
- 25+ years in Airport & Airline operations
- Previous DHS Assistant Administrator and United Airlines Manager

Tamara Mahal

- Emergency Manager
- 14+ years Emergency
 Manager / Practitioner
- Airport Emergency
 Manager for 2 large hub airports

^{*} Non-Attribution environment, presenters are sharing their own experiences and represent their own opinions.



What is this Really About? Let's ask Merriam-Webster

Prepare: to make ready beforehand for some purpose, use, or activity; to put in a proper state of mind; to work out the details of, plan in advance; to get ready.

Resilience: an ability to recover from or adjust easily to misfortune or change.

Respond: to react in response, to show favorable reaction.









Why Should I Care?

information & common incident response prepared situational operations dershill





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What is the value of focusing on Preparedness, Resiliency and Emergency Response?

You can breakdown silos and bridge the gaps between preparedness, emergency response, recovery and resiliency.

Consider...

Hiring a dedicated Emergency Manager, with the skillsets, background and experience who can do the job – and not
just as "other duties as assigned"

Success...

 Comes from building a culture of preparedness and resiliency day-to-day so that it's easier during emergencies and events

Emergency Management's Role...

Is not the agent of change, but instead cultural change is the result of what we do collectively through the process



How can you do this at your Airport?

Remember the Top 5 things <u>we</u> have learned in our crazy careers... because we've seen a lot...

...and ask yourselves...

- How do I accomplish these things in my organization?
- How do I get buy in for these projects or growing my program using these projects?
- What steps can I take to implement or achieve these Top 5?





