

DCA24MA063

OPERATIONAL FACTORS

Attachment 17

Flight Operations Checklist (postaccident)

April 15, 2025

ECC Alaska Flight Operations Checklist

Badge Items

Action
Notify Primary and secondary staff
Notify FAA POI
Notify ALPA
CVR & FDR: 14 CFR 121.359(h).
Verify Crew Scheduling secured pilot crew manifest
Verify JCTE/Web Page access has been restricted

Personal Tasks

Completed / Time Stamp	Action
☐ Time Completed:	Perform Personal Tasks • Responsibility: ALL ○ Perform self-assessment ○ Obtain go-kit ○ Obtain laptop computer and power supplies ○ Obtain cell phone with charger ○ Ensure passport is current ○ Phone home inform family you will be responding and remind them not to call the airlines for information ○ Change voice mail message ○ Leave email auto-reply ○ Delegate day to day operations via email, text, phone call or conversation and risk acceptance authority as referenced in the AAG SMS Manual and SMS Training Matrix to an authorized proxy. (Required for compliance with 14 CFR Part 5) ○ Report to ECC ○ Find your ECC phone from the cabinet and plug it into your position.

Checklist Items

Completed / Time Stamp	Action
☐ Time Completed:	Notify Primary Staff: • VP Flight Operations or above
☐ Time Completed:	Notify Secondary Staff: • Managing Director of Operations (Part 119) • Managing Director Line Flying & System Chief Pilot or Chief Pilot

☐ Time Completed:	Notify support staff as needed: - FODO - Director Regulatory Compliance - Director of Pilot Crew Scheduling - Fleet Captain - Base Chief Pilots(s)								
☐ Time Completed:	If SkyWest Accident or Other Capacity Purchase Partner Responsibility: This will only be a support role for the AS Flight Operations ECC responder during an OO event - Notify crews and coordinate message with Corporate Communications desk								
☐ Time Completed:	Notify FAA POI <u>PRIORITY TASK</u> (30 Minutes) Responsibility: Managing Director of Operations (Part 119) - Support: Director of Regulatory Compliance and Safety Systems - FAA CMO POI – Kurt Kramer (Interim) - Office [REDACTED] - Cell [REDACTED] - Bryan Evans - Office [REDACTED] - Cell [REDACTED]								
☐ Time Completed:	CVR & FDR: <u>PRIORITY TASK</u> (30 Minutes) 14 CFR 121.359(h). Responsibility: Managing Director of Operations (Part 119) and Managing Director Line Maintenance - FOM 11.200 p 6: "Flight Crews involved in an incident or accident are required, if possible, to pull the CVR and DFDR circuit breakers as soon as possible after the aircraft is secured." - Confirm location of CVR & FDR with VP Maint - Ensure quarantine process is in place								
☐ Time Completed:	Verify with Director of Crew Scheduling that the pilot crew manifest has been secured <u>PRIORITY TASK</u> (30 Minutes) Responsibility: - Managing Director of Operations (Part 119) - Chief Pilot (Part 119) or Managing Director Line Flying & System Chief Pilot Interface: Director of Crew Scheduling								
☐ Time Completed:	Obtain Crew Information from Crew Scheduling and enter below Responsibility: - Managing Director of Operations (Part 119) - Chief Pilot (Part 119) or Managing Director Line Flying & System Chief Pilot Interface: Director of Crew Scheduling <table border="1" data-bbox="418 1684 966 1869"> <tr> <td>Captain Name:</td><td></td></tr> <tr> <td>Age:</td><td></td></tr> <tr> <td>Base:</td><td></td></tr> <tr> <td>Status of pilot training completed:</td><td></td></tr> </table>	Captain Name:		Age:		Base:		Status of pilot training completed:	
Captain Name:									
Age:									
Base:									
Status of pilot training completed:									

	Alaska Airlines Career: Years/Months		Alaska Airlines Flight Hours													
	Total Career: Years/Months		Total Career Flight Hours													
	Type of last medical check		Date													
	<table border="1"> <tr> <td>First Officer Name:</td> <td></td> </tr> <tr> <td>Age:</td> <td></td> </tr> <tr> <td>Base:</td> <td></td> </tr> <tr> <td>Status of pilot training completed:</td> <td></td> </tr> </table>				First Officer Name:		Age:		Base:		Status of pilot training completed:					
	First Officer Name:															
	Age:															
	Base:															
	Status of pilot training completed:															
	<table border="1"> <tr> <td>Alaska Airlines Career: Years/Months</td> <td></td> <td>Alaska Airlines Flight Hours</td> <td></td> </tr> <tr> <td>Total Career: Years/Months</td> <td></td> <td>Total Career Flight Hours</td> <td></td> </tr> <tr> <td>Type of last medical check</td> <td></td> <td>Date</td> <td></td> </tr> </table>				Alaska Airlines Career: Years/Months		Alaska Airlines Flight Hours		Total Career: Years/Months		Total Career Flight Hours		Type of last medical check		Date	
	Alaska Airlines Career: Years/Months		Alaska Airlines Flight Hours													
Total Career: Years/Months		Total Career Flight Hours														
Type of last medical check		Date														
☐ Time Completed:	Verify JCTE/Web Page access has been restricted <u>PRIORITY TASK</u> (30 Minutes) - Responsibility: Director of Regulatory Compliance and Safety Systems - Interface: Director of Crew Scheduling - Ensure JCTE and Pilot Web Page access has been restricted for all pilot crewmembers involved. If Pilot Crew Scheduling has been unable to accomplish this task, call ITS Service Desk at [REDACTED] for emergency assistance.															
☐ Time Completed:	Notify ALPA (non-CIRP) for Accident Investigation (AI) - Responsibility: - Managing Director of Operations (Part 119) - Chief Pilot (Part 119) or Managing Director Line Flying & System Chief Pilot <table border="1"> <tr> <td>Primary: Will McQuillen</td> <td>[REDACTED]</td> </tr> <tr> <td>Secondary: Marc Henegar</td> <td>[REDACTED]</td> </tr> <tr> <td>Alternate: Brian Moynihan</td> <td>[REDACTED]</td> </tr> </table>				Primary: Will McQuillen	[REDACTED]	Secondary: Marc Henegar	[REDACTED]	Alternate: Brian Moynihan	[REDACTED]						
Primary: Will McQuillen	[REDACTED]															
Secondary: Marc Henegar	[REDACTED]															
Alternate: Brian Moynihan	[REDACTED]															
☐ Time Completed:	Notify CIRP (ALPA): Critical Incident Response Program (ALPA) - Responsibility: - Managing Director of Operations (Part 119) - Managing Director Line Flying & System Chief Pilot (Part 119) - AS Pilot CIRP Contact Info - Jason Hilde, ALPA CIRP Chair [REDACTED]															
☐ Time Completed:	Determine if crew was armed <u>PRIORITY TASK</u> (60 Minutes) - Responsibility: Director of Regulatory Compliance and Safety Systems - Determine if crew was FFDOs or if a weapon was likely onboard.															

	- Use ASffdo list provided by ALPA Vice Chair - Contact ECC Security desk and/or ER Manifest Desk			
☐ Time Completed:	If Necessary: Notify working crews <u>PRIORITY TASK</u> (90 Minutes) **Must have DO or VP of Flt Ops Approval or designee** Responsibility: Chief Pilot (part 119) or Managing Director System Chief Pilot - Coordinate message for crew with Corp. Comm. & Horizon Flight Operations - Consider sending ACARS message to working-crew and have pilots brief working flight attendants, use pre-approved verbiage below. **Must have DO or VP of Flt Ops or designee final approval to send** <i>"We are aware of an incident involving Alaska Airlines Flight #AS____. Please tell your fellow crew discretely. Do not make a Passenger Announcement (PA)."</i> ***Notify ECC Corp. Comm. when complete*** <table border="1"> <tr> <td>ACARS message sent to Flight Crews at</td> <td></td> <td>Pacific Time</td> </tr> </table> - Prepare a script for Station Managers; details, Emergency Coordination Center activated, Call Home, send message to "Print for Pilot"	ACARS message sent to Flight Crews at		Pacific Time
ACARS message sent to Flight Crews at		Pacific Time		
☐ Time Completed:	Notification to Non-Flying flight crew Responsibility: Chief Pilot (part 119) or Managing Director System Chief Pilot ***Notify ECC Corp. Comm. when complete*** <table border="1"> <tr> <td>Non-flying flight crew notification sent at</td> <td></td> <td>Pacific Time</td> </tr> </table> TeamAAG Flight Ops updated with announcement: "Regrettably we have lost contact with _____ (ex. Flight 3500 SEA - HNL), last known position was 260 nm west of the Pacific coastline. We are in the process of tending to the families and rescue efforts are underway"	Non-flying flight crew notification sent at		Pacific Time
Non-flying flight crew notification sent at		Pacific Time		
☐ Time Completed:	If necessary, ensure the International Affairs desk has notified: Responsibility: Director of Regulatory Compliance and Safety Systems International Affairs Desk: [REDACTED] - Canadian Minister of Department of Transport - Mexico Civil Aeronautics Board and local Airport Commandant - Costa Rica Civil Aeronautics Board and local Airport - Guatemala Directorate General of Civil Aeronautics - Bahamas Civil Aviation Authority - Belize Department of Civil Aviation			
☐ Time Completed:	Ensure Compliance Dept. secures all records and reports Responsibility: Director of Regulatory Compliance and Safety Systems Operations Specifications (Domestic / International if applicable) Manuals: 10-7 - Dispatcher Operations Manual DOM - Dispatcher Training Manual DTM - Enhanced Weather Information System – TWC EWINS - Electronic Flight Bag Program and Catalog - Fatigue Risk Management Plan FRMP			

	• Personal needs • Remind not to speak to the media • Hotel • If in a foreign country, consider legal assistance			
☐ Time Completed:	Dispatch • Responsibility: Director of Dispatch • Isolate dispatch desk ○ Separated and secured from public ○ Drug testing ○ Personal needs ○ Remind not to speak to the media ○ Hotel • Additional dispatch staff • Brief dispatchers on staff			
☐ Time Completed:	Coordinate with HR for notification of crew families • Responsibility: VP Flight Operations or designee ** If the Division VP notifying crew families wants to have a 3rd party on the line, Empathia counselor may be able to help ***Notify ECC Corp. Comm. when complete*** <table><tr><td>Crews Families notification complete at</td><td></td><td>Pacific Time</td></tr></table>	Crews Families notification complete at		Pacific Time
Crews Families notification complete at		Pacific Time		
☐ Time Completed:	Set regular interval briefings with Flight Ops Team to prepare for call • Responsibility: Managing Director of Operations • Set regular interval briefings with Regulatory Compliance and Flight Operations to obtain information and determine that checklist tasks have been completed for report out at SEA ECC.			
☐ Time Completed:	Coordinate trip drops • Responsibility: Director, Pilot Crew Scheduling • Coordinate trip drops required as a result of dealing with the incident EAP/CIRP.			
☐ Time Completed:	Military Notifications: Updated as of (Current as of: 17 July 2023) • Responsibility: Director of Regulatory Compliance and Safety Systems – Mindy Waham • Anytime: 1. All Certificate Operations When a DOD-approved air carrier is involved in an accident as defined in 49 CFR, Part 830, whether on a DOD mission or not, the carrier will notify the DOD Commercial Airlift Division (HQ AMC/A3B), Scott AFB IL at [REDACTED]. If there is no answer, send an email to the following address: [REDACTED]. Accident information should be provided no later than the next business day by the most expeditious means available. The following information is requested for all accident reports: a. Carrier and mission number.			

- b. Aircraft type and number.
- c. Date and time of the accident.
- d. Last point of departure and point of intended landing of the aircraft.
- e. Nature of the accident and the extent of damage to the aircraft so far as is known.
- f. Total number of souls (crewmembers & passengers) on board.
- g. Number of injured and fatalities aboard the aircraft.
- h. Condition of baggage or government-owned material, if any, on board.

Fatal or otherwise serious accident information is forwarded to the Commercial Airlift Review Board (CARB) for review IAW public law, and in these instances the HQ AMC/A3B Safety staff will be requesting additional information.

Note: Since the classification of events can change between the accident and incident definition as additional facts are learned, carriers are asked to keep HQ AMC/A3B informed of all mishaps that occur on certificate operations which have the potential to fall into the accident realm.

2. Military Charter / DOD-Contracted Missions

When an air carrier is involved in an accident or incident as defined in 49 CFR, Part 830 in conduct of a military charter mission or other DOD-contracted mission, the air carrier will transmit the above report information (items 1.a.-1.h.) by the most expeditious means available to the 618th Air Operations Center (Tanker Airlift Control Center) at Scott AFB, Illinois, at [REDACTED]

Within the next business day, additional notifications must also be made to **BOTH:**

A. HQ AMC/A3B at [REDACTED] or [REDACTED] during normal duty hours (typically 0700-1600 CT, Mon-Fri). If there is no answer/during non-duty days, e-mail the information requested in paragraphs 1.a.-1.h. above to the following address: [REDACTED]

AND

B. US Transportation Command – Directorate of Acquisition

(USTRANSCOM-TCAQ), Scott AFB IL, [REDACTED] [REDACTED] during duty hours at Scott AFB (typically 0700-1600 CT, Mon-Fri), or [REDACTED] after duty hours/weekends. Follow up the phone call with an email providing relevant details of the event to your specified

	contracting officer. If your contract is not managed by TCAQ, make notifications to the contracting agency identified IAW the terms of your specific USG contract. • Additional Contact Info: ○ Mark Caslen, Safety Manager, DOD Commercial Airlift Division, Scott AFB, IL, [REDACTED] ○ U.S. Army Casualty Affairs: [REDACTED] (24 hours) ○ U.S. Air Force Casualty Affairs: [REDACTED] select Option 2, then Option 1 ○ U.S. Marine Corps Casualty Affairs: [REDACTED] ○ U.S. Navy Casualty Affairs: [REDACTED] / After hours [REDACTED] ○ U.S. Coast Guard Deputy Commandant for Mission Support Watch (For initial voice report): [REDACTED] ○ U.S. Coast Guard Office of Casualty Matters: [REDACTED]
--	--

Deactivation Activities

Completed / Time Stamp	Action
☐ Time Completed:	Participate in deactivation activities • Responsibility: All • Confirm time with ECC • Set final debriefing time with team • Provide team members with support information • Encourage all to take mandatory time off • Collect names and contact information for all outside agencies or individuals to be thanked • Prepare notes for operational debriefing to be conducted in 2-4 weeks • Attend Empathia or CIRP debriefing and ensure team members attend debriefing • Ensure all receipts are provided to Risk Management.

Flight Operations Primary Contacts			
TITLE	NAME	WORK PHONE	CELL PHONE
Vice President, Flight Operations	Dave Mets	[REDACTED]	[REDACTED]
Managing Director of Operations (119)	Brian Eyre	[REDACTED]	[REDACTED]

Managing Director Line Flying & System Chief Pilot (119)	Scott Day Interim (Ron Limes)		
Managing Director, Pilot Training	Jeff Severns		
Director of Regulatory Compliance and Safety Systems	Mindy Waham		
Director Flight Standards	Chris Farrell		
Director of Air Traffic Management & Airfield Operations	Lynae Craig		
Director of Dispatch	Joe Demory		
Director Fleet Captain - Boeing	Jenn Kelsey		
Director Pilot Crew Scheduling	Simone Woodhouse		
MD Safety Programs, (Part 119 DOS)	DOS		

ECC Responders:

Flight Operations	ECC	Alaska Airlines	Primary	Brian Eyre
Flight Operations	ECC	Alaska Airlines	Secondary	Scott Day Interim – Ron Limes
Flight Operations	ECC	Alaska Airlines	Alternate	Chris Farrell
Flight Operations	Charters	AAG	Primary	Donald Walker
Flight Operations	Charters	AAG	Secondary	Alex Legler
Flight Operations	Charters	AAG	Alternate	Teresa Di Guilio
Flight Operations	Dispatch	AAG	Alternate	Joe Demory
Flight Operations	FODO	Alaska Airlines		On Duty FODO
Regulatory Compliance	Director	Alaska Airlines	Primary	Mindy Waham
Regulatory Compliance	Flt Ops Reg Compliance & Certificate Program Manager	Alaska Airlines	Secondary	Diego Elizalde Valderrama

Ad Hoc Requests
