



Crisis Leadership Team Hybrid Workshop and Tabletop Exercise

Los Angeles World Airports (LAWA)



Prime Contractor:
Tidal Basin



Project Dates:
February 2023
to June 2023



Contract Value:
\$34,000

Project Overview

Exercises are crucial to help facilities, communities and governments prepare for unforeseen disasters of any kind. One of the keys to successful preparedness and response is well-trained leaders equipped with the proper tools to minimize adverse impacts during crisis situations. Training executive staff to respond properly to a situation that activates emergency plans is essential to successfully weathering an incident.

LAWA hired Tidal Basin to create an exercise addressing multiple scenarios focused on intentional acts designed to cause harm to the airport, personnel, and passengers.



The exercise was conducted for a team of over 50 internal and external participants and was divided into three interactive and unique modules. Participants ranged from LAWA executives and supervisors to city and federal partners. The selected participants were expected to have a general familiarity with the day-to-day roles and functions of participating agencies. Tidal Basin stressed that each department or agency was a critical component to the exercise since each of them enable LAWA to cope with and respond to unforeseen emergencies.

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Case Study

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Challenge

LAWA required Tidal Basin to enhance resilience throughout the airport facilities, encompassing both employees and passengers. The organization wanted to train senior executives and leadership members, ensuring a complete knowledge of proper preparedness planning across all levels. Core capabilities validated during the TTX included:

- Planning
- Intelligence and information sharing
- Operational coordination
- Situational assessment
- Operational communications

Solution

Tidal Basin proposed a solution that incorporated various components and multiple levels of stakeholders for emergency preparedness, including community leaders, LAWA staff and leadership, and government partners and facilities. This holistic approach ensured the relevant information was received and any issues related to multiple threats/hazards were addressed.

Our experts developed a hybrid exercise that was broken out into three modules and addressed multiple scenarios focused on intentional and accidental acts designed to cause harm to the airport, personnel, and passengers. The hybrid exercise consisted of a discussion-based exercise with interactive functional elements delivered in mini-scenarios during module presentations.

Tidal Basin addressed the following threats and hazards in the exercise:

- Aircraft incident
- Construction accident
- Organized protest
- Coordinated attack
- Cyber attack
- Active shooter

Resilience Delivered

Tidal Basin's hands-on experience in performing work for a range of airports, local and federal critical infrastructure and transportation agencies, and California municipalities contributed to a successful workshop and exercise program for LAWA. The inclusion of leadership stakeholders made it a unique process.

Chances of getting buy-in and interaction by executive team members are increased when creating customized exercises. Having

conducted hundreds of exercises with governments, critical infrastructure providers, and international groups, Tidal Basin creates concise, insightful, and value-added programs that attract executives to the table to provide their insight as well as an opportunity for them to learn about their roles during emergencies. Typically, this may happen 5% of the time; however, with our unique interactive and hybrid exercises we aim to increase that interaction during each exercise we offer with our clients.



Tidal Basin and LAWA identified several objectives as areas to address to create an effective response when disaster strikes:

- Validating roles and responsibilities
- Executive communication during emergencies
- Identifying key decision points



Tidal Basin's innovative and professional approach to our executive exercise was refreshing and valuable to all who participated. Our airport leaders are better prepared for an emergency due to Tidal Basin.

Justin Pierce
Director, Emergency
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Los Angeles World Airports

Visit tidalbasingroup.com/lawa-aar to read more about this project.

