

# Decision Making and Response

- **What is currently in place?**
- **Where are the gaps or disconnects?**
  - Who initiates the established triggers?
  - How do we clarify roles and responsibilities?
  - What does the decision process look like?
  - How do we communicate the diversion recovery plan?
- **Action Required:**



# Decision Making and Response

- **Where are the gaps or disconnects?**
  - **Who initiates the established triggers?**
  - Multiple avenues initiate the diversion



# Decision Making and Response

- **What is currently in place?**
- **Airlines have a tracking tool for their own airline as to where the aircraft will divert, length of time**
- **Airports begin planning 36-72 hours prior to trigger event; decisions reference the plan within 36-24 hours prior**
- **Early Planning**



# Decision Making and Response

## How do we clarify roles and responsibilities? **Flight Safety**

- Airport: Resource Management, customer satisfaction
- Airlines: Divert only to predetermined airports
- Air Traffic: Divert aircraft as requested by the pilot



# Decision Making and Response

## What does the decision process look like?

- Because the trigger event is dynamic, decisions are made and plans are changed as the event develops
- Airlines make a decision based on known events and are ready to change the plan based on the occurring events
- Hot Lines are activated when trigger events are known



# Decision Making and Response

- **Action Required: Goal is Flight Safety**
- **Regional balance of diversion destination**
  - JOINT REGIONAL PLAN
  - Awareness of limitations
  - Capacity of customer care
  - Air Carrier balance of diversion destination



# Decision Making and Response

- **Establish a communication tree between airports and airlines and air traffic when a diversion plan is imminent**
- **A hub management response, communication tree, allocation of resources**



# Decision Making and Response

**How do we communicate the diversion recovery plan?**

