

Communication Protocols Florida

What works well-best practices?

- **TSA – Communications center**
 - Staffed well, 24/7
 - Centralized and localized
- **Command Center Diversion Page**
- **Airline – Identify station of possible diversion**



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What works well-best practices?

- **PBI - Good communication with ATC**
- **Flight Tracking software – flight explorer**
- **Field facilities comm. well (ATCT and Center)**
- **TFMS for ATC**



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What works well-best practices?

- **Miami International Airport and Air Traffic in Miami both hold "Hurricane Preparedness" meetings prior to the start of hurricane season. A Diversion "table top" could be held in conjunction with this meeting, or at least a Diversion Meeting in the same format could take place**



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What are the challenges – identified gaps?

- **Need centralized communication for all stakeholders**
- **Lack information to know what planes are going to probably divert/are diverting for certain stakeholders (local facility notification)**
- **Communication among agencies (or lack thereof)**



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What are the challenges – identified gaps?

- **Realization you don't have room for the planes. They are already on ground/lack of space on the ground**
- **No set checklist**
- **Availability of info**
- **Dynamic nature of the business, including weather**



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What are the challenges – identified gaps?

- **How to notify TSA/CBP (smaller airports)**
- **Redundant communication/resource intensive**



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Potential Actions:

- **Electronic message when aircraft diverts to airports, etc.**
 - **Command center - Diversion hotline (recent)**
- **Command center page**
 - **Who can see page - Airports need to be able to see**



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Potential Actions:

- **Early sharing of information**
- **Add meaningful data to TFMS/airplane data (how long can hold)/where diverting to**
 - **Available to ATC on floor**
- **Timeline of diversion**
- **Airlines inform airports diversions are coming**



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Potential Actions:

- **Ensure continuous notification of diversions during weather event (ATC)**
- **Command center – web based?**
 - **Combination of communication, e.g. voice calls and web**
 - **Regional “button” to notify**
- **Social media - e.g. Twitter**



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Potential Actions:

- **Link Communication centers**
- **Meeting/tabletop communication needs**
- **Mark flight progress strip indicating diversion**

