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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
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