

Communication Protocols New York/Boston

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions



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What works well-best practices?

- **eBlasts**
- **A central focal point – i.e. a Webpage**
- **We have updates posted on sites that are free (i.e. – Google docs) – also like a live Sametime chat as events happen – be cautious of IT issues/policies**



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What works well-best practices?

- **Hotline**
- **Possibly a few focal points around the country**



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Where are the gaps or disconnects?

- **Unknown variables**
- **Overload to hotline**
- **Information is dynamic/constantly changing**
- **On busiest times (i.e. – weekends), there are less experienced people on and less managers**



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Where are the gaps or disconnects?

- **Too much info is jus as bad as not enough**
- **NOTAMS are often not time sensitive, already outdated**
- **Airports aren't prepared/partially open, runways/taxiways not all cleared.**



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Where are the gaps or disconnects?

- **Only 10% of the workforce was working at the airport due to mass transit issues in the cities**
- **Not everyone is acting on the information given**
- **Not enough staff/resources to handle the workload**



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Actions Required:

- **HOTLINE**
- **A central focal point of contact (or several if necessary) I.e. a Webpage**
- **Use NEXTGEN's capabilities**
- **Incident commander to manage events**



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Actions Required:

- **Airport would be the single point of contact to work with POC's from other parties involved**
- **Systems need to talk to each other/interface**
- **NOTAMS or other data should be able to be “grabbed” using other systems (i.e. Google, etc.)**



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Actions Required:

- **Either and Airport is open or it's closed. Can't have partial areas open.**
- **Standardized Information/ Filterable/Simple**
- **Who to “go to” for the latest information & having an assigned person or Unit responsible for updating information as it's happening.**



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Actions Required:

- **Prioritization and clearly identifying staff's roles**
- **Have larger facilities assist smaller ones during weather/diversions**
- **When you have an idea a diversion may be coming your way, prepare staff, make necessary calls, etc.**



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Actions Required:

- **Learn from past events and plan ahead; be conscious**
- **Find a way to minimize the loss**
- **Look at outside influences; sources in our decision making**
- **Look at safety concerns for all involved**



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Actions Required:

- **Look at the bigger picture when making decisions**
- **All components should have their elements in line ready to be shared (i.e. Survey) – must be filterable**

