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
How do we communicate the diversion recovery plan?