

# Decision Making and Notifications Florida

## What works well-best practices?

- **Strategic telcons that the ATCSCC hosts every two hours**
- **Special telcons hosted by ATCSCC**
- **Hotlines**
- **AAL advanced alert process**
- **Local airport establishing an EOC**



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**What works well-best practices?**

- **Website (PHL and DFW)**
- **Pilot/controller communication**
- **Diversion Recovery Program (DVRSM)**
- **DFW contacts divert airports within their Hub**



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**What are the challenges – identified gaps?**

- **No airport operator point of contact at Command Center**
- **Facilities without TMU not getting notified in timely manner (or not at all) of diverts**
- **No conduit for airlines to get big picture...they only know about their own diverts**
- **Lack of structure in communicating**



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**What are the challenges – identified gaps?**

- **Lacking knowledge of International carrier information**
- **Code share agreements not known**
- **What is the airline going to do and who needs to receive this information**
- **Facilities are not included in the information sharing when airline makes decision (to change the alternate airport for example)**



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**What are the challenges – identified gaps?**

- **Not all facilities have TSD (web TSD lags 8+ minutes)**
- **Lack of hotline use in Florida**
- **Divert airport capability unknown when numerous aircraft are coming their way**
- **Challenge to airport when passengers will overnight...especially internationals**



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## Potential Actions:

- **Have Airport Authority advocate at ATCSCC**
- **Establish hotline use in Florida**
- **Involve airport operators in decision making...add them to hotline use and strategic telcons, for example**



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## Potential Actions:

- **Have an airport authority in tower cab during divert events**
- **Find a way to share information so everyone knows what each airline has decided**
- **Have all decisions sent to a central point to be shared**
- **Make sure everyone reads Report 65**

