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)
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