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What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions
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What works well-best practices?

• Communication very proactive
• Build relationships between different lines of business
• Redundancy in communications – it’s ok to get the message several times
• Email process works well to notify airports
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What works well-best practices?

- [www.srh.noaa.gov/zfw](http://www.srh.noaa.gov/zfw)
- Weather forecasters collaborative chats
- Hotline allows the customers insight into when diversions might begin
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What works well-best practices?

• Utilize ITWS/CIWS to make decisions to shut off or come in
• Use various programs to get a big picture at the airport
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Where are the gaps or disconnects?

• Assumptions that things are being taken care of by other entities during communication

• Not everyone knows how many aircraft/people can still be accommodated.
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Where are the gaps or disconnects?

• Dynamic weather makes it hard to predict and give accurate numbers

• We have much information – how to disseminate to customers

• Difficult to communicate changing weather conditions real-time
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Where are the gaps or disconnects?

• Associating tail numbers with flight numbers

• Diversion identification on inbound aircraft
Where are the gaps or disconnects?

• Airlines don’t always realize what airports don’t have to accommodate certain aircraft

• Alliance partners/ non based aircraft being provided for
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Actions Required:

• Inclusion on weather chats
• Diversion UNICOM
• Develop system to allow airport operations to correlate tail number to call sign
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Actions Required:

• Communicate collaboratively within the region to relocate unused machinery/equipment to different locations in order to support diversions

• Airlines develop checklist to ensure communications are completed to all involved entities
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Actions Required:

• Ensure alliance partners take care of each other

• Develop something to deal with legal liability of providing service to aircraft with no resources at the airport