Decision Making and Notifications
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?

• Airport frequency at those without one
• Daily meetings
• After Oct 29th, large airports bringing divert domestic carriers to gates to expedite handling
What works well-best practices?

- Good domestic carrier communication practices in place at large airports
- Air carriers started establishing contingency planning (irops) for their international flights to deploy resources
- Ground handlers checklist for airport application of service
What works well-best practices?

• Debrief diverts and implement changes on an ongoing basis.
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Where are the gaps or disconnects?

– Capacity and communication to all stakeholders – space, runway, equipment availability.

– Many short notice diversions – internationals (no ground handler) are more tasking then domestic diverts for airport operators at large airports – being prepared short notice or not is imperative to place aircraft and provide service.
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Where are the gaps or disconnects?

– No go-to checklist for all affected agencies.

– Big gap with airport operators not having dependable data on which ground handler can service (contracted to service) non-based aircraft.
Where are the gaps or disconnects?

- Getting largely anticipated divert areas (ie. extended holding) notice to possibly divert airports in the area.

- Multiple enroute center holding not linked to trigger early planning.
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Where are the gaps or disconnects?

- Communicate dynamic situations better (carrier/airport/traffic management players) – operating from similar or same play books. Open telcons in ongoing situations.
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Actions Required:

• Gate availability status

• IATA awareness of divert airport capability limitations and

• Checklist/agreements for ground services of non-based aircraft.
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Actions Required:

• International Carriers processing contingency plans with established divert airports (DOT regulation change from 8/23/11).

• Formalize ground handler process/requirements.
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Actions Required:

• Get ground handlers in the regional forum process and communication process to increase resources for known events.

• Ground handlers provide established services contracts and updates annually (use ID/badging/airport agreement for services to require/track this process).
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Actions Required:

• Pilot “(facility), (aircraft), DIVERT” then process via automation.

• Traffic Management include/inform carriers/airport operators.

• Airport Webpage (stakeholder status updates), ie opsnet – get to more airports.
Actions Required:

- Standardize terminology for diversion capacity/restrictions (level 1, 2, 3) for ATC to use regarding airports amongst terminal/enroute/stakeholders. Also, associated
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Actions Required:

• Monthly Debrief/stats by airport/cARRIER for all stakeholders to capture/be in the know – lessons learned on a regular basis – improve needs on a regular basis.

• Automation options to capture diverts from AT (inform, put notice to possibly affected airports) and ground delay (use asde-x and include carrier access).