

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**



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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**



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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.**



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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.**



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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).**

