

# **Decision Making and Notifications Chicago**

**What works well – best practices**

**What are the challenges – identified gaps**

**Potential solutions/actions**



# Decision Making and Notifications Chicago

**What works well-best practices?**

- **Checklists (Guide) & Flow Charts**
- **Collaborative Decision Making/All info in one location**
- **Designate a Focal to act as a Lead/Champion**
- **Pro-Active**



# Decision Making and Notifications Chicago

**What works well-best practices?**

- **Business Continuity**
- **Strategic Airline Perspective (2 hours or more) & Tactical (Immediate Need)**
- **Exercise Plans Collaboratively**
  - **Lessons Learned & Document Corrective Action Plan**



# Decision Making and Notifications Chicago

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

- **Communications**
- **Assumptions**
- **Resources and gates airports have available**
- **Unknowns at off-line stations**
- **What things are being taken care of**



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

- **Understanding rules and everyone's roles**
- **Lack of consistency & means of information**
  - **How diversion aircraft is communicated**
  - **Reason, Purpose & Needs**



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## Actions:

- **Communications (horizontal and vertical)**
- **Everbridge**
- **Single repository for airport information**
- **Gates**
- **Ground Equipment**



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## **Actions:**

- **CBP & TSA availability and hours**
- **Hub airports communicating with diversion airports**

