Decision Making and Notifications
Chicago

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions
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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
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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
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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