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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?

• Identifying unique needs of region
• Notification of diverts and communicating those out
• Telcons involving all key parties involved (carriers-large and small, airport operations, air traffic, etc.)
• Winter Operations meetings (pre and post)
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What works well—best practices?

- Quarterly meetings
- Face-to-face relationships created up front
- Training
- Emergency response protocols
- Hotlines
- Plan for diversions to international airports as needed
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What works well-best practices

• Work with outside resources to ensure accessibility to airport

• Put in place agreements for equipment at diversion airports; identify the current inventory of equipment/resources

• Identify capacities (airline and airport)
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What works well—best practices

• Communicate this to regional airports and airlines

• Additional airline support equipment for diversion events/pre-position of equipment/aircraft

• Utilizing ACRP checklists
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What works well-best practices

• www.CBP.gov and 800-973-2867
• 24/7 operations/contacts
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What are the challenges/identified gaps?

• Ability to see the surface (aircraft locations) and funding for the tool; decisions made on flawed data

• Hours of operation and resources at small/non-hub airports

• Lack of hub airport leadership forums for regional contingency planning
What are the challenges/identified gaps?

- Lack of communication/tool for regional notification
- Surface and service capacity of diversion airports
- Pilot/local ops communication of flight special needs/equipment (i.e. wheelchairs)
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What are the challenges/identified gaps (continued)?

• Airline customer handoff; providing diversion information to customers

• Airport’s lack of advanced notification of diversion
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What are the challenges/identified gaps (continued) ?

• Airports lack of knowledge of tarmac times

• Communication/collaboration of NAVAID status; contingency plan for equipment outages (planned or unplanned)
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Actions:

• Surface visual tool (aircraft locations) and funding for the tool
• Condensed list of diversion airports and equipment
• Condensed list of international diversion airports and equipment
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Actions:

• Airports should understand how many aircraft they can manage to ensure safe access/egress (i.e. parking plans)

• Improve notification system

• Knowledge of ground service handling for diversion aircraft carriers

• Airlines coordinate and share equipment list at diversion airports
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Actions:

• Local air traffic communicates airport capacity status up to command center, get the relay going

• Monitor social media and connect customers with solutions

• Hub airport leadership forums for regional contingency planning
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Actions:

• 24/7 operations/contacts
• Real-time knowledge of resources at diversion airports (i.e. web-based tool?)
• Standardized training/qualification on equipment at diversion airports
• Sufficient funding for solutions/actions