

Resources and Capabilities Chicago

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**



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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**

