

Resources and Capabilities Florida

What works well – best practices

- **SMS Text sent considering diversion – level 2 (thinking of diverting) & level 1 (diverting)**
- **Use social media such as tweeting**
- **FBO Diversion Plan is in accordance with Airport Diversion Plan**



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- **Regional Airport Forum (check with DFW on frequency of forums and outcomes)**
- **Hotlines expanded to airport communities**
- **Review of lessons learned from 911 if they exist**
- **An accounting from each airport as to what they can accept (real time)**
- **Early commitment on intention to divert**



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- **Dispatcher notifies pilot who went where (what aircraft went to what airport)**
- **Suggestive limitation on amount of diversions an airport can accept**
- **CBP coordination (South Florida) has more of a necessity because of international flights**
- **Planning telcons for impact facilities**



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- **Identify capacities for airlines and airports**
- **Utilizing the ACRP book**
- **Connect with major operator airline staff**
- **Memorandum of understanding of joint use equipment in case of diversion**
- **Sterile area approve by CBP in advance to deplane passengers**



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What are the challenges – identified gaps

- **International cargo carriers not represented at airports (non US carriers)**
- **Carriers are not aware of other carriers activities. Need central communication as to where everyone is going. (Lack of knowledge as to where carriers are being diverted. Need access for all carriers.)**
- **No regulator that governs flow of traffic into a high diversion area**



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- **No real time data. No means of airport owners to provide minute by minute of their status or capacity**
- **Presently air traffic doesn't know divert airport (flight plan)**
- **Inability for agencies to access flight plan data**
- **Inadequate information provided to airline customers**



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Potential Actions:

- **The divert airport is provided by the air carrier**
- **Additional fuel added**
- **Condensed list of diversion airports and equipment**
- **Where carrier indicates primary diversion airport the airport owner should communicate back with carrier about ground support available**



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Proposed Actions:

- **South Florida hotline**
- **A list of tenant operators and their capabilities for handling certain aircrafts**
- **For aircrafts to have onboard tow bar**
- **Recommend Custom Border Protection (CBP) and TSA coordination on diversion continuity plan**
- **Make this a continuing process**

