Resources and Capabilities
New York/Boston

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions
What works well-best practices?

- **Tools** – Local collaboration with Email, pagers, correct POC’s, Flight Explorer/Flight Aware, IROPSnet (PASSUR) web based tool with chat provided it gets updated, open bridge line to share data, Diversion Recovery Page, use of Snow Committee
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What works well—best practices?

• Airport Diversion Plans - Diversion Recovery Page

• Planning for known events - telcons/conference calls
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Where are the gaps or disconnects?

• Industry and Air Traffic using different tools
• Flight Plan changes not always done, captured or disseminated
• Air Traffic/Tech Ops facility advisory and Tech Ops conference call not inclusive
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Where are the gaps or disconnects?

• Pilots communicating diversion flights and lack of standard Air Traffic Phraseology

• Focus on smaller airports – IT resource limitations

• Airports do not own/operate all terminals

• Digital NOTAM- add diversion status
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Actions Required:

• Standardized Tool/Solution for industry partners to share the data
• Airport Facility Directory updates
• Focus on smaller airports
• Airport Status Tool software
• Identifying flights as “diversion”
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Actions Required:

• Standardized Local Hotline

• Update/create airport diversion plans and disseminate to airlines

• Digital NOTAM - add diversion status

• Local airports communicate with one another about diversions coming their way