Communication Protocols Florida

What works well-best practices?

- **TSA – Communications center**
  - Staffed well, 24/7
  - Centralized and localized
- **Command Center Diversion Page**
- **Airline – Identify station of possible diversion**

Communication Protocols Florida

What works well-best practices?

- **PBI - Good communication with ATC**

- **Flight Tracking software – flight explorer**

- **Field facilities comm. well (ATCT and Center)**

- **TFMS for ATC**

Communication Protocols Florida

What works well-best practices?

- **Miami International Airport and Air Traffic in Miami both hold "Hurricane Preparedness" meetings prior to the start of hurricane season. A Diversion "table top" could be held in conjunction with this meeting, or at least a Diversion Meeting in the same format could take place**

Communication Protocols Florida

What are the challenges – identified gaps?

- **Need centralized communication for all stakeholders**

- **Lack information to know what planes are going to probably divert/are diverting for certain stakeholders (local facility notification)**

- **Communication among agencies (or lack thereof)**

Communication Protocols Florida

What are the challenges – identified gaps?

- **Realization you don't have room for the planes. They are already on ground/lack of space on the ground**

- **No set checklist**

- **Availability of info**

- **Dynamic nature of the business, including weather**

Communication Protocols Florida

What are the challenges – identified gaps?

- **How to notify TSA/CBP (smaller airports)**

- **Redundant communication/resource intensive**

Communication Protocols Florida

Potential Actions:

- **Electronic message when aircraft diverts to airports, etc.**

  - **Command center - Diversion hotline (recent)**

- **Command center page**

  - **Who can see page - Airports need to be able to see**

Communication Protocols Florida

Potential Actions:

- **Early sharing of information**

- **Add meaningful data to TFMS/airplane data (how long can hold)/where diverting to**

  - **Available to ATC on floor**

- **Timeline of diversion**

- **Airlines inform airports diversions are coming**

Communication Protocols Florida

Potential Actions:

- **Ensure continuous notification of diversions during weather event (ATC)**

- **Command center – web based?**

  - **Combination of communication, e.g. voice calls and web**

  - **Regional "button" to notify**

- **Social media - e.g. Twitter**

Communication Protocols Florida

Potential Actions:

- **Link Communication centers**

- **Meeting/tabletop communication needs**

- **Mark flight progress strip indicating diversion**