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**

- **<u>Sufficient</u> funding for solutions/actions**