

Decision Making and Notifications Chicago

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions



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What works well-best practices?

- **Checklists (Guide) & Flow Charts**
- **Collaborative Decision Making/All info in one location**
- **Designate a Focal to act as a Lead/Champion**
- **Pro-Active**



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What works well-best practices?

- **Business Continuity**
- **Strategic Airline Perspective (2 hours or more) & Tactical (Immediate Need)**
- **Exercise Plans Collaboratively**
 - **Lessons Learned & Document Corrective Action Plan**



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What are the challenges – identified gaps?

- **Communications**
- **Assumptions**
- **Resources and gates airports have available**
- **Unknowns at off-line stations**
- **What things are being taken care of**



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What are the challenges – identified gaps?

- **Understanding rules and everyone's roles**
- **Lack of consistency & means of information**
 - **How diversion aircraft is communicated**
 - **Reason, Purpose & Needs**



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Actions:

- **Communications (horizontal and vertical)**
- **Everbridge**
- **Single repository for airport information**
- **Gates**
- **Ground Equipment**



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Actions:

- **CBP & TSA availability and hours**
- **Hub airports communicating with diversion airports**

