Notification and Communications

What is currently in place?

– FAA ATCSCC Webpage AAR, GDPs, most stakeholders have access

– X Matters (used by DIA and DIA stakeholders) – Emergency Notification System (email, call, text). Request made from airline reps to be added to notification list.

– Briefing phone from DIA Comm Center rings to airlines and airport stakeholders for significant event info

Notification and Communications

What is currently in place?

- – Forecasted events vs. non-forecasted events
- – Phone trees
- – Airlines: commercial telephone, station-to station (internal), dispatchers plan dispersion of aircraft,

Notification and Communications

What is currently in place?

- – Line of comm: pilot, ATC, station (internal to airline…this info needs to be shared with Airport Operator), dispatch, upline divert station (internal to airline)

Notification and Communications

What is currently in place?

– Tony Tisdall – aircraft need to file diversion which will allows ATCSCC to populate diversion recovery tool with good info. Diversion tool not as robust as it could be. FSM tool helps assign priority to diverted aircraft (aircraft has to land as divert aircraft and then file new flight plan as a diversion). Changing callsigns introduces automation challenges. Hotlines may be a tool that can be used. Carriers have access to OIS.

Notification and Communications

What is currently in place?

- – Note: Notification process should not be cumbersome.

- – DFW: Sabre product, Flight Export software used to share info with 22 airports through distribution list,

Notification and Communications

What is currently in place?

– TMU invited to call ATCSCC to set up a Nat'l teleconference with affected diversion airports. Can set up a DEN call list of typical diversion airports, TSA, CBP, airport operators, etc. CBP critical to be involved for arriving international flights that are non pre-cleared. Airline customers may need to share what airports they would like divert info to be sent.

Notification and Communications

What is currently in place?

- SKW asked about internal ground stop planning, appears they wanting more info
- FFT has created thunderstorm policy to add fuel when there is a chance of TS activity in the area

Notification and Communications

Where are the gaps or disconnects?

- – Who initiates the established triggers?
- – How do we clarify roles and responsibilities?
- – What does the decision process look like?
- – How do we communicate the diversion recovery plan?
- – Who is the focal point?
    - FAA

Notification and Communications

Where are the gaps or disconnects?

– Should there be a single point of contact?

• ATCSCC – Trickle down through the ARTCC

Notification and Communications

- **Action Required:**

  Develop effective communication procedure. May include multiple formats (phone email, text, email). Continually improve process.