Resources and Capabilities
New York/Boston

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions

Resources and Capabilities
New York/Boston

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**