Communication Protocols
North Texas

What works well – best practices

What are the challenges – identified gaps

Potential solutions/actions

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What works well-best practices?

- **Social Media – put the information out**

- **Xmatters Emergency Notification system**

- **Web based Traffic Situation Display**

- **Capacity Numbers for each airline at airports**

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What works well-best practices?

- **Diversion Recovery Tool used by AAL**

- **Regional Aviation Collaboration System – each airport reports hourly on capacity, etc. DFW hosts – quick communication**

- **DFW ops – Jerry Crimiel web page contact**

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Where are the gaps or disconnects?

- **How do divert airports know how many are diverting to a specific airport?**

- **How do you get the Airport Authority, Airlines and Air Traffic on the same network?**

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Where are the gaps or disconnects?

- **Airports cannot take care of unlimited amounts of aircraft and/or passengers.**

- **Communication breakdowns**

- **How does AT identify active diversions?**

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Where are the gaps or disconnects?

- **Consider security breaches/suspicious packages – initiate timely Ground Stop to avoid tarmac issues.**

- **How do we identify priority list for departures on diverts?**

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Actions Required:

- **North Texas Team – put all diversion airports on the webpage.**

- **Conduct lessons learned after each event via a telcon.**

- **Monthly recap during thunderstorm activity via a telcon.**

- **Look at the positives**

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Actions Required:

- **On a big event get immediate feedback positive/negative.**

- **Look at trends**

- **If there is a known event – have a planning telcon prior to the event**