Diversion Management

Airline Cost Conference

Bill Johnson
Diversion

- a flight which is operated from the scheduled origin airport to an airport other than the planned destination point in the carrier’s published schedule
Diversion Cost

- a diversion is not a single, discrete event
- a set of cascading actions that cause
  - severe disruptions to airline schedules
  - major operational costs
  - significant passenger frustration and ill will
- diversion costs can range from
  - $15,000 for a narrow-body domestic flight
  - over $100,000 for a wide-body international flight
Diversion Decision Process

1. Identify the problem
2. Establish decision criteria
3. Weigh decision criteria
4. Generate alternatives
5. Evaluate the alternatives
6. Choose the best alternatives
7. Implement the decision
8. Evaluate the decision
Causes of Diversion

- Safety of Flight
  - Fire - smoke
  - Major mechanical affecting flight capabilities
  - Natural Disaster
  - Security

- Operational
  - Fuel – overburn, leak, ETOPS
  - Weather at destination
  - ATC system constraint – holding
  - Runway obstruction

- Service Related
  - Medical
  - Unruly passenger
Managing a Diversion Decision

What would be some Diversion management criteria???
Diversion Decision Criteria

- Safety of Flight
- Airspace or Airport Restrictions
  - Overflight authorization
  - Landing authorization
  - Immigration, Customs
- Airport Services
- Crew considerations
- Service recovery options
- Schedule recovery options
Safety of Flight

- Emergency Airport
  - Nearest available
  - Nearest suitable
- Fuel remaining
- Approved alternate

Primary Objectives
Safely land and support the aircraft
Airport Selection

- Approved Alternate
- Weather at diversion airport
- Airport services – company, maintenance, fuel
- Aircraft servicing - tow bar, air stairs, main deck loader, ground power, air conditioning, parking
- Passenger handling – facilities, Customs & Immigration, food, accommodations
- Other scheduled service - Company and OAL

Best prepared

- to handle the aircraft
- service the customer
- return flight to original destination
Crew

- On-duty times
- Legal to Finish limitations
- Accommodations
- Replacement crew availability
- Crew pairing disruptions

How best to maintain legality of the crew
Service Recovery

- Passenger disruption
  - Delay to final destination
  - 3 hour Tarmac rules
  - Customs and Immigration requirements

- Passengers
  - Onward connections
  - Company re-schedule options
  - OAL re-booking schedule options

Least disruptive to maximum number of passengers
Schedule Recovery

- **Balance Schedule**
  - Cancel one outbound flight for each inbound diversion
  - Ideally, one out to diversion station

- **Meter diversion return**
  - Original destination airport capacity
  - Company servicing capability
  - Prioritize multiple diversions return to destination

- **Aircraft coordination**
  - Routing assignment
  - Maintenance requirements

- **Crew coordination**
  - Avoid multiple pairing problems

*Least disruptive plan to restore published schedule & normal operations*
to represent, lead and serve the airline industry

Thank You!