



Diversion Management

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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

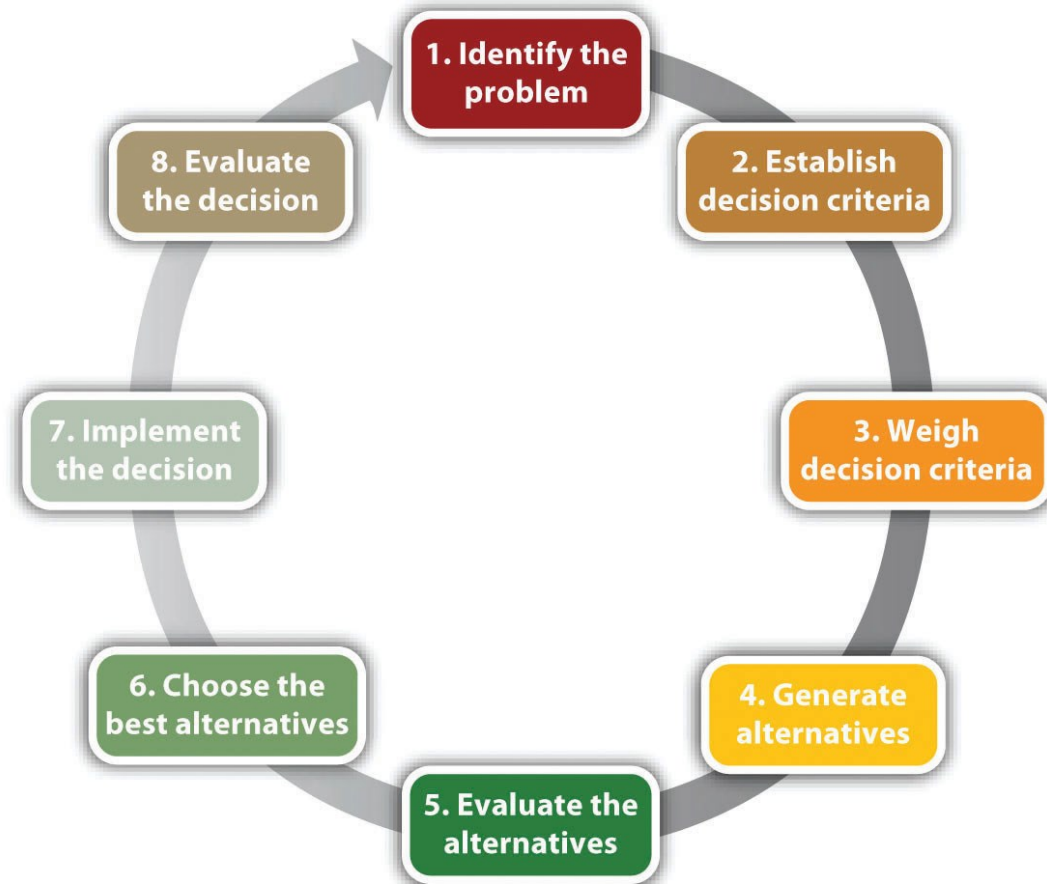
Diversion Cost

- 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



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



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to represent, lead and serve the airline industry

Thank You !

