

On the Ground Support – Coordination and Response

- Airline notifies GAC of the diversion
- Information required is:
 - approximate ETA
 - reason for the diversion
 - number of crew, passengers, children, disabled, injured, any special needs
 - any necessary and special requirements such as fuel, hotel, transportation, communication
- Airline sends in msg to the airport requesting permission to land due to an emergency
- GAC notifies local airport representative as soon as possible
- Local airport representative or coordinator comes in contact with airport management
- GAC coordinates with airline and local representative and airport management facilitation of aircraft landing, taxiing, and parking insuring ability for aircraft to taxi out on its own and availability of ground handling equipment
- If diversion is for mechanical reason, GAC should coordinate walk around to check for visible problems and report back to the company
- If reason is different, GAC coordinates medical help available locally
- GAC coordinates all of the on the ground support between airline and airport.
- GAC coordinates with airline the permission for request for relief aircraft flight and landing
- GAC coordinates subsequent actions to retrieve original aircraft