



Salt Lake City International Airport

Irregular Operations / Emergency Contingency Plan

Assistance to Aircraft Operators during Irregular Operations

IAW H.R. 658 Dated 2-14-2012

2 May, 2012

Salt Lake City International Airport has prepared this Emergency Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Airport Operations Manager, Emergency Programs, Terry R. Craven terry.craven@slcgov.com. Salt Lake City International Airport is filing this plan with the Department of Transportation because it is a commercial airport that may be used by an air carrier described in USC 42301(a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, Salt Lake City International Airport will:

- Provide for the deplanement of passengers;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs & Border Protection (CBP).

Airport Information

Name of Airport: Salt Lake City International (KSLC)

Name and title of person preparing the plan: Terry R. Craven, Airport Operations Manager – Emergency Programs

Preparer contact number: 801.575.2070

Preparer contact e-mail: terry.craven@slcgov.com

Date of submission of plan: May 14th, 2012

Airport Category: Large Hub

Contact Information:

Airport Control Center

- General – 801.575.2401
- Emergency – 801-575-2405 (801.575.2911)

Information regarding individual airlines schedules, delays or other related inquiries should be directed to the appropriate air carrier listed below:

Action Air Lines 800-243-8623

Aer Lingus 800-223-6537

Aero California 800-237-6225

Aeroejecutivo SA-DE-CV 800-735-5396

Aeroflot 888-340-6400

Aerolineas Argentinas 800-333-0276

Aeromexico 800-237-6639

Aeropostal 888-912-8466

Air Afrique 800-456-9192

Air Canada..... 888-247-2262

Air China 800-986-1985

Air Fiji 800-677-4277

Air France 800-237-2747

Air India 800-223-2250

Air Inter-French Airlines ... 800-237-2747

Air Jamaica 800-523-5585

Air Mauritius 800-537-1182

Air New Zealand 800-262-1234

Air North Airlines 800-764-0407

Air Pacific 800-227-4446

Air Sedona 800-535-4448
Air Seychelles 800-677-4277
Air Sunshine 800-327-8900
AirTran Airways 800-AIR-TRAN
Air Vanuatu 800-677-4277
Air Vegas 800-255-7474
Air Zimbabwe 800-742-3006
Alaska Airlines 800-426-0333
Alitalia 800-223-5730
All Nippon Airways 800-235-9262
Aloha Air 800-367-5250
Ambassadair 800-225-9919
America West Airlines 800-235-9292
American Airlines 800-433-7300 Relay Res#(800-543-1586)
American Trans Air 800-225-2995
Amerijet International Inc. . 305-593-5500
Asiana Airlines 800-227-4262
Atkin Air 800-924-2471
Atlas Air 800-462-2012
Austrian Airlines 800-843-0002
Avianca 800-284-2622
Bahamas Air 800-222-4262
Balkan Bulgarian Airlines ... 800-852-0944
Bemidji Airlines 800-332-7133
Big Sky Airlines 800-237-7788

British Airways 800-247-9297
British Midland 800-788-0555
Cape Air 800-352-0714
Cathay Pacific Airways 800-233-2742
Cayman Airways 800-441-3003
Century Airlines 800-541-0410
Chautauqua Airlines 800-428-4322
China Airlines 800-227-5118
Colgan Air 800-272-5488
Comair 800-354-9822
Condor 800-524-6975
Continental Airlines 800-525-0280
Copa Airlines Cargo..... 800-892-2672
Corporate Airlines 800-555-6565
Czech Airlines 800-223-2365
Delta Air Lines 800-221-1212 Relay Res. #(800-831-4488)
DHL WorldWide Express 800-225-5345
East Coast Flight Services .. 800-554-0550
Egyptair 800-334-6787
El Al Israel Airlines 800-223-6700
Emery Worldwide 800-367-3592
Emirates Air 800-777-3999
Ethiopian Air (Eastern USA).. 800-445-2733
EVA Airways 800-695-1188
Evergreen International 800-345-5556

Finnair 800-950-5000
Frontier Airlines 800-432-1359
Garuda Indonesia 800-342-7832
Grand Aire Express 800-70-GRAND
Great Lakes Airlines 800-554-5111
Gulf Air 800-553-2824
Gulfstream Intl Airlines 800-992-8532
Hawaiian Airlines 800-367-5320
Horizon Air 800-547-9308
Iberia 800-772-4642
Icelandair 800-223-5500
Island Airlines 800-248-7779
Japan Airlines 800-525-3663
Jet Blue 800-538-2583
KLM 020-4 747 747 or or 866-434-0320 or 800-618-0104
Korean Air 800-438-5000
Kuwait Airways 800-458-9248
Lacsa Costa Rica 800-225-2272
LanChile Airlines 800-735-5526
Lauda Airlines 800-645-3880
Leading Air Logistics 800-552-5323
LTU International 800-888-0200
Lufthansa 800-645-3880
Lynx Air International 888-LYNX-AIR
Malaysia 800-552-9264

Malev Hungarian 800-223-6884
Martinair Holland 800-627-8462
Mesa Airlines 800-637-2247
Midwest Express Airlines 800-452-2022
Nantucket Airlines 800-635-8787
NB&A Canada 800-334-3356
New England Airlines 800-243-2460
North Vancouver Air 800-228-6608
Olympic Airways 800-223-1226
Omni Air International, Inc.. 918-836-5393
Pacific Coastal Airlines 800-663-2872
Pakistan Intl Airline 800-221-2552
Pan Am 800-359-7262
Penair 800-448-4226
Philippine Airlines 800-435-9725
Polish Air-Lot 800-223-0593
Polynesian Airlines 800-677-4277
Qantas Airways 800-227-4500
Royal Air Maroc 800-344-6726
Royal Jordanian Airlines..... 800-223-0470
Royal Nepal 800-266-3725
Ryan International Airways .. 800-727-0457
Salmon Air 800-448-3413
SAS Scandinavian Airlines ... 800-221-2350
Saudia Arabian Airlines 800-472-8342

Scenic Airlines 800-634-6801
Singapore Airlines 800-742-3333
Skybus Airlines.....No phone, web only "<http://www.skybus.com>">www.skybus.com
Skywest Airlines 800-453-9417
Solomon Airlines 800-677-4277
South African 800-722-9675
Southwest Airlines 800-435-9792 Relay Res#(800-533-1305)
Spanair 888-545-5757
Spirit Airline 800-772-7117
Sunflower Airlines, Fiji 800-294-4864
Suriname Airways 800-327-6864
TACA Airlines 800-535-8780
TAM - Transportes Aereos Regionais 888-235-9826
TAP Air Portugal 800-221-7370
TransMeridian..... 888-733-6373
United Airlines..... 800-241-6522 Relay Res. (800-323-0170)

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Operations Manager at 801.575.2401 for assistance.

Plan to Provide for the Deplanement of Passengers Following Excessive Tarmac

Salt Lake City International Airport has limited equipment and personnel needed to safely deplane passengers from air carrier aircraft. We will utilize this equipment to deplane passengers as soon as practicable after receiving requests from such airlines at the contact number listed above. We will also provide a list of airlines, ground handlers, fixed base operators and others who may have the necessary equipment and personnel to safely deplane passengers to airlines as soon as practicable after receiving requests from such airlines experiencing excessive tarmac delays at the contact number listed above.

Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency

Salt Lake City International Airport is unable to accommodate aircraft larger than a Boeing 747-400 on a gate. Larger aircraft will be deplaned from remote parking locations using portable stairs and busses.

Salt Lake City International Airport is unable to accommodate aircraft larger than a Boeing 747-400 at a gate. Larger aircraft will have to be deplaned at a remote parking location using portable stairs. A gate plan will be developed to accommodate the situation that presents itself to us.

Four (4) gates at Salt Lake City International are under common use leases to air carriers and are controlled by the airport. Additionally, fifty two (52) gates at Salt Lake City International Airport are under preferential and/or exclusive leases to air carriers and are not fully controlled by the airport. We will direct our common use gate lessees, or users to make gates available to an air carrier seeking to deplane at a gate to the maximum extent practicable. If additional gates are needed, we will direct tenant air carriers to make preferential and/or exclusive use gates and other facilities available to an air carrier seeking to deplane at a gate, during those time periods when the tenant airline is not using, or not scheduled to use, the gates, to the maximum extent practicable.

Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection

Salt Lake City International Airport has defined sterile areas capable of accommodating limited numbers of international passengers. We have coordinated with the local CBP Port Director, Lawrence Bruce "Pat" McFadden, to establish procedures that will allow international passengers who have not yet cleared United States Customs and Border Protection to be deplaned into these sterile areas to the extent practicable.

Public Access to the Emergency Contingency Plan

Salt Lake City International Airport will provide public access to its emergency contingency plan by Posting in a conspicuous location on the airport website <http://www.slairport.com/>

Irregular Operations Procedure

General: Irregular Operations may be the result of Aircraft Holdouts/Holdovers, Single or Multiple Aircraft Diversions, Medical Emergencies, Mechanical Problems, Weather, National Airspace or Other Airport Closures.

Policy: It is the policy of the Salt Lake Department of Airports to provide the highest level customer service possible during irregular operations at the Salt Lake City International Airport.

Objective: In the event of stranded customers, in the terminals or on-board an aircraft, make arrangements to assist the airlines in providing basic comfort and security at the highest level of service possible for the duration of the event.

General: The on-duty Airport Operations Manager has principle responsibility for the management of all Irregular Operational events with the assistance of the Airport EOC if activated.

Responsibilities:

Airport Operations Manager

Aircraft Holdouts/Holdovers (Domestic)

The on-duty Airport Operations Manager will constantly monitor conditions at Salt Lake City International Airport and at other major national hubs to determine the likelihood of an irregular operational event occurring. Aircraft on the airfield will be monitored by Airfield Operations personnel to determine if there are any long term holdouts or holdovers.

1.5 hours: If it is determined that a loaded aircraft has been parked off the gate for more than one hour and thirty minutes, the Airport Operations Manager will contact the Airline and offer the assistance of the Airport. Notify the Airport Police Sergeant and the Landside & Terminal Supervisor. Coordinate airport resources to assist as requested, required and appropriate.

Coordinate with the Landside & Terminal Operations Supervisor to determine ground transportation needs and the status of hotel rooms in the city.

If the aircraft operator intends to continue with the On-Board delay due to expected departure within 3 hours, assist the operator as requested with the food and water requirement of 14 CFR 259.

2.5 hours: If the aircraft remains parked off gate for two and a half hours or more, the Airport Operations Manager will notify the Airport Operations Superintendent, establish a unified command with the Airport Police Sergeant, and the Airport Landside & Terminal Operations Supervisor. Request a representative of the impacted airline to join incident command and coordinate with the airline and/or pilot to facilitate the airlines contingency plan to deplane the passengers. Consider having Airport EMTs on stand-by.

The first option will always be to taxi or tow the aircraft to an available concourse gate. An alternative solution would be to hard stand the aircraft and transport passengers via bus to the terminals.

If the egress will be facilitated at a hard stand, consider having airport paramedics standing by.

If hard standing, arrange for the airport air stairs to be deployed if necessary, and ground transportation from the hard stand to the concourse.

Make required and appropriate notifications.

Assign an Airport Operations Specialist to document the event.

Coordinate with the airline to determine the status of the passengers once they are returned to the terminal, (are they going to be reassigned other flights or stranded in the terminal?)

If passengers are going to be stranded in the terminal, determine how long and take appropriate actions as noted in the “*Aircraft Diversions and/or Airport/Airspace Closures*” procedure below.

Aircraft Holdouts/Holdovers (International)

The same provisions outlined above apply to an International departure or arrival. With the exception of the self imposed duration of an outbound delay before ability to deplane is facilitated. (Most carriers have designated 4 hours for these instances)

If an aircraft arrives (scheduled or diversion) from an international origination, the Airport Operations Manager will coordinate with Customs and Border Patrol (CBP) to insure that a sterile holding area is available within the terminal until the aircraft and passengers can be cleared by CBP personal.

Aircraft Diversions and/or Airport/Airspace Closures

The on-duty Airport Operations Manager will constantly monitor conditions at Salt Lake City International Airport and at other major national hubs to determine the likelihood of an irregular operational event occurring. The terminals and the aircraft on the airfield will be monitored by Airfield & Terminal Operations personnel to determine if there are any diversions, long term delays or airport closures.

In the event there are aircraft diversions and/or major or long-term airport/airspace closures the Airport Operations Manager will do the following:

Assign a Terminal Operations Specialist or the control center to begin filling out the Irregular Operations Work Sheet.

Notify the Airport Operations Superintendent and other appropriate notifications.

Establish a unified command with the Airport Police Sergeant, the Airport Landside & Terminal Operations Supervisor and ARFF.

Assign an Airfield Operations Specialist to document the event.

Determine the nature and expected length of the event.

Determine as accurately as possible, the number of inbound diversions and outbound cancellations.

Determine if customs will need to be involved?

Determine if there are unaccompanied minors on board? If so, help to make arrangements for their well being and assist the carrier contacting the parents or responsible party when necessary.

Determine if there are any other special needs assistance required for unloading passengers? If so coordinate with the airline to accommodate.

Develop a plan for aircraft parking, determine what gates will be available. (Available gates, ramp space if remaining over night, etc). Will a hard stand operation be required? Who will ground handle the aircraft? Does the inbound airline code share with anyone here? If the aircraft is put at a gate, is there equipment that can get it off the gate, (tow bar), etc.? If the aircraft will remain overnight determine where to park it.

Consider calling in additional Airport Operations personnel as necessary.

Assign the appropriate Airport Operations Personnel and Airport Police Officer to the arriving gate or hardstand for deplaning. Consider having Airport EMTs standing by at the point of disembarkation.

Assign Terminal Operations Specialists and coordinate with Airport Police and Landside Operations when required to assist with crowd control. Consider providing water etc. to passengers in the ticket counter areas.

If hard standing, arrange for the airport air stairs to be deployed and ground transportation from the hard stand to the concourse. If medical diversion and parking remotely, assign an Airfield Operations Specialist to escort the ambulance, if it is a large aircraft coordinate with on-site catering companies to use their high lift trucks to move the stretcher or wheelchairs up and down.

As necessary coordinate with the airline and airport terminal & landside operations for hotel arrangements and transportation offering assistance to the airline handling the diversion.

Coordinate with TSA for possible impacts on the screening points and the ability to provide TSA personnel to help with the crowd control.

If hotel arrangements cannot be made, determine how many passengers will be spending the night and issue mattresses to passengers as required and appropriate. Coordinate an appropriate location and security for sleeping passengers. If appropriate, coordinate with HMS to extend restaurant hours to accommodate the crowds (per MOU in the AEP).

If the event becomes long term and the airport cannot be resupplied or passenger, employees and tenants cannot leave the Airport. The airport's 72 hour supply will be used to meet the basic needs of those stranded at the airport. (Shelter, security, water and food as practicable)

Keep accurate records. Working with the aircraft operator(s), continually update delay and passenger information. **Keep the EOC and the Director of Public Relations informed.**

Airport Operations Superintendent

Upon notification the Airport Operations Superintendent will do the following:

Respond to the Airport.

Insure all required notifications have been accomplished.

Consider calling in an additional Airport Operations Manager.

Consider calling in an additional Airport Operations Superintendent.

In consultation with the Director of Airport Operations determine the need to activate the EOC. If the decision is made to activate the EOC, advise the Airport Control Center to make the necessary EOC notifications. Once the EOC is activated, standard EOC procedures will be followed.

Airport Police Sergeant

The Airport Police Sergeant will do the following:

Join unified command as requested.

As requested and appropriate, assign Airport Police Officers to the arriving gate(s), ticket counter(s) and concourse areas to provide for security, handle possible irate passengers and/or crowd control.

As the event dictates, request that an Airport Police Lieutenant respond.

Consider calling in additional Airport Police.

Terminal & Landside Operations Supervisor

The Terminal & Landside Operations Supervisor will do the following:

Join unified command as requested

Maintain an updated list of hotel rooms available in the city.(coordinate with Delta Tower)

Staff the information desk, 24hours if necessary, and insure that the Specialists assigned a position are fully briefed.

Respond to requests for buses. Place the bus contractor on standby as soon as possible in the event.

Provide additional personnel as requested to help with crowd control and customer service in the terminals.

Coordinate transportation to hotels as required.

As the event dictates, request that an Airport Terminal & Landside Operations Manager respond.

Consider calling in additional Terminal & Landside Operations personnel.

ARFF Captain

Join Unified Command

Provide Emergency Medical Support and First aid where needed.