El Paso International Airport
EMERGENCY CONTINGENCY PLAN

El Paso International Airport (EPIA) 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 Mr. Terry Sharpe, Airport Operations Manager, at Terry.Sharpe@elpasotexas.gov. EPIA is filing this plan with the Department of Transportation because (1) it is a commercial airport or (2) this airport 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, El Paso 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: El Paso International Airport

Name and title of person preparing the plan: Mr. Terry Sharpe, Airport Operations Manager

Preparer contact number: 915-780-4703

Preparer contact e-mail: Terry.Sharpe@elpasotexas.gov

Date of submission of plan: 05/10/12

Airport Category: Large Hub □   Medium Hub □   Small Hub X   Non Hub □

Contact Information

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Operations Officer at 915-780-4749 for assistance.

EPIA Equipment/Gate Information

EPIA does not own or operate any of the equipment needed to safely deplane passengers from air carrier aircraft and is, therefore, unable on its own to provide for the deplanement of passengers. Additionally airport personnel are not trained to assist in the deplanement of passengers using equipment owned or operated by air carriers or contract service providers. We will 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.

Six gates at EPIA are under common use leases to air carriers and are controlled by the airport. Additionally, nine gates at EPIA are under preferential and/or exclusive long-term leases to air carriers and are not fully controlled by the airport. We will direct our common use gate lessees, permittees 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 gate, to the maximum extent practicable. EPIA has defined sterile areas capable of accommodating limited numbers of international passengers. We will coordinate with local CBP officials to develop 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 Emergency Contingency Plan

Public Access to the Emergency Contingency Plan is available at www.elpasointernationalairport.com.

AIRLINE DIVERSION CHECKLIST

Before:

☐ Notify airport operations. Include:

    ☐ Airline   _____
    ☐ Aircraft type   _____
    ☐ Approximate arrival time   _____
    ☐ Approximate departure time – if available   _____
    ☐ Reason for potential diversion   _____
    ☐ Intentions (examples: gas and go, extended delay, or unknown)   _____
    ☐ Potential services needed   _____
    ☐ Number of passengers on board   _____
    ☐ International flight?   ☐ YES   ☐ NO

During:

☐ Communicate plane's intentions to airport operations.
☐ Confirm airport operations point of contact (POC) and ensure the operations officer will assist with communication.
☐ If necessary, ask for assistance. Determine who will coordinate passenger accommodations, including:

    ☐ Food   _____
    ☐ Transportation   _____
    ☐ Lodging   _____
    ☐ Security   _____
    ☐ Special Needs   _____

☐ Communicate status to necessary service providers at least every 30 minutes.

After:

☐ Supervisor – obtain feedback from employees about what went well, what did not, and what changes could be made.
☐ Manager and supervisor join post-diversion conference call with airport.

AIRPORT OPERATIONS DIVERSION CHECKLIST

Before:

☐   Create a 24/7 email contact/distribution list of major airport stakeholders in region, including diversion airports, to communicate status and track diverted flights.

☐   When notified by airline of a diversion, communicate to airlines that airport operations will be the point of contact during the event.

☐   Determine whether this is a regular diversion (airline and aircraft that is regularly serviced at airport).

☐   If regular aircraft/airlines, determine and communicate equipment available to help service.

☐   If airline has no representation at airport, determine potential services needed and communicate what equipment/options are available to service particular aircraft.

☐   International Diversions: Have a plan in place ahead of time with CBP to handle and/or offload passengers from international diversions. Coordinate with the regional CBP official and local law enforcement to share important CBP contact information, such as a 24/7 phone numbers.

During:

Dispatch:

☐   Notify:
- ☐   Airport Operations Officer on duty   _____
- ☐   Airport Operations Manager   _____
- ☐   Airport Security Coordinator   _____
- ☐   Law enforcement officer (LEO) in charge   _____
- ☐   Federal security director (FSD)   _____
- ☐   Concessions, if services are needed
- ☐   CBP (if international flight – need 24/7 contact information)

☐   Communicate with airlines frequently during event (at least every half hour).

☐   Remind airlines of available assistance, including:
- ☐   Additional resources (If aircraft cannot taxi from its location, coordinate to use local FBOs and/or aircraft recovery service to have aircraft removed)
- ☐   Ability to contact resources for airlines if requested
- ☐   Use of social media to inform passengers
- ☐   Providing of flight information display systems (FIDS) updates

☐   Communicate status to necessary service providers at least every 30 minutes.

☐   Ascertain who is making the decisions about the status of an aircraft regarding loading and unloading, passengers, bags, and cargo This is especially important if an airline is not represented at an airport; airport staff should find out from the flight crew some of the system operations centers (SOCs) or headquarters phone numbers so that they can contact someone in a position to make a decision at critical times (such as when the 3- and 4-hour rule is reached). This should be done as soon as the aircraft is grounded and parked.

Airport Operations Officer:

☐   When notified of a possible diversion, contact the applicable airline to determine the potential length of the delay.

☐   Record in Diversion Contact Log:
- ☐ Date/time   _____
- ☐ Air carrier name and contact information   _____
- ☐ Flight number   _____
- ☐ Aircraft type and tail number   _____
- ☐ Passenger (PAX) count   _____
- ☐ Arriving from / original route   _____
- ☐ Parking location   _____
- ☐ Reason for diversion   _____
- ☐ ETA / ETD   _____ / _____
- ☐ Jet bridge use and departing flight number   _____
- ☐ Crew time left (international flights only)   _____
- ☐ Services needed

☐   Determine gate needs (coordinate a gate from which to deplane if delay exceeds 3 hours for domestic flights and 4 hours for international flights), whether airline will accommodate aircraft at their regularly assigned gate(s), and can or will they accommodate other airlines. Gate options must consider:
- ☐ Aircraft type/size
- ☐ Access to restroom facilities and restroom service needs
- ☐ Access to vending machines
- ☐ Access to drinking fountains
- ☐ Food and beverage services through tenant restaurant vendor
- ☐ Ability to restrict international passengers from mixing with domestic passengers*
- ☐ Airline support to contain passengers isolated from domestic passengers*
- ☐ No CBP processing available for international flights*
  - *international flights only

☐   If no gates are available:
- ☐ Coordinate with airlines and the air traffic control tower (ATCT) to direct aircraft to park at alternate parking location, escort marshaling/ground handling crew as necessary
- ☐ Coordinate with airline or ground handlers to provide access to aircraft for air stairs, refueling, lavatory services, ground power units (GPUs), and other ground service equipment (GSE)
- ☐ Coordinate deplaning of passengers via air stairs and buses or via loading bridge at terminal when delay exceeds 3 hours (4 hours for international flights) and/or when airline requests access to terminal

☐   If the aircraft delay is a departure and the passengers are deplaned at the terminal:
- ☐ Screening for passengers who leave the concourses must be provided or passengers must remain in the sterile area and food, beverage, and restroom facilities must be provided until the passengers are reboarded for departure

☐   If the projected time at the gate is after the time that screening is closed:

☐   Coordinate passenger screening operations to remain open or coordinate with the LEO to provide staffing of the stem checkpoint to prevent reentry of unscreened passengers

☐ Coordinate provisions with the airport's concessions.

☐ Ensure LEO is available to assist with disruptive passenger(s).

☐ Maintain contact with the airline representative to determine if the flight may be cancelled and, if so, the airline's intentions concerning its passengers.

☐ For international flights:

☐   Coordinate with CBP Port Director for any concerns for passenger boarding/containment

☐   Arrange for LEO to monitor passengers – to prevent mixing with domestic passengers (must be local airline employee or air crew members when no local representative is available)

☐   Establish visual or physical perimeter – stanchions, seating, and so forth to contain passengers (perimeter should allow restroom access without escort)

☐ Communicate status to necessary service providers at least every 30 minutes.

After:

☐ Initiate conference call:

☐   Obtain feedback on what went well, what didn't go well and any changes that need to be made

☐ Type up notes from conference call – disseminate to all entities as lessons learned/action items.

☐ Check that the following entities attended conference call:

☐ Airport operations

☐ Airlines

☐ FAA

☐ TSA

☐ CBP

☐ LEO

☐ Public safety

☐ Concessions

☐ Car rental

☐ Parking

☐ Military (if on-site)

☐ FBO

Additional checklist specific EPIA

Airside:

☐ Gate assignment (A4 cannot accommodate MD80, RJ series aircraft)
☐ No available gates: Aircraft parking Twy A south,Twy G near terminal, heavy aircraft ramp, military ramp.
☐ Coordinate with ATC and airlines for aircraft parking. Issue NOTAM as necessary. (Taxiway closures). Airport operations provide escort as necessary.
☐ Airlines and FBO's advised for GSE.
☐ EPIA widebody aircraft towbar stored underneath Rotunda in weight room, made available.
☐ 3 hour limit. If no gates available, air stairs from airlines, FBO's and NASA used to deplane passengers on AOA.
☐ EPIA passenger shuttles used for transportation to terminal building from AOA or escorts provided for walking passengers from terminal ramp.
☐ EPIA Lift-a-Loft utilized for wheelchair/disabled passengers.

Terminal:

☐ Custodial and PCSI advised for increase monitoring of holding area and restrooms.
☐ HMS and Paradies advised of deplaning passengers and to staff concessions and stores as necessary.
☐ PD presence requested at passenger deplaning area.
☐ Rescue 32 requested to standby, if necessary.
☐ TSA coordination center advised of increased deplaning passengers and potential increased rescreening.
☐ International flight: CBP notified. Aircraft parked at A3 or A4. Passengers not deplaned until cleared by CBP. Four hour limit.
☐ Maintenance requested to set up blocked off area to prevent International passengers leaving terminal area and egress toward International processing area.
☐ Dispatch makes terminal wide announcements of departing flights.