Airport Emergency Contingency Plan

I.   Definitions

A.   Airline Emergency Delay

Any occurrence associated with the operation of an airline aircraft that would require relocation of aircraft to disembark passengers due to excessive ground times.

II.   Purpose

The purpose of this document is to provide general guidance to airlines, airports, Government agencies and other aviation service providers concerning lengthy onboard ground delays and their impact on passengers before, during, and after such delays. A contingency plan for lengthy onboard ground delays will enable airlines, airports, Government agencies, and other aviation service providers to participate in a coordinated joint-response effort to ensure passenger needs are rapidly identified and addressed during such delays.

III.   Situations and Assumptions

A.   Situation

1.   ARFF Index

Flagstaff Pulliam Airport is classified as an Index B airport serving an average of five or more daily departures of air carrier aircraft which are less than 126 feet in length.

2.   Hours of Operation

The Airport is open 24-hours daily. ARFF is available 24-hours daily.

3.   Air Traffic Control Tower Hours of Operations

Flagstaff Contract Tower operates from 0700-1900 hrs Oct. 1-Mar 31 and 0600-2100 Apr. 1-Sept. 30.

4.   Number of Runways

One runway is available for aircraft operations:
- 03/21, dimensions 8,800' x 150'

5.   Daily Aircraft Operations

A variety of aircraft operations occur daily, including Commercial Airline flights, general aviation and military, Part 135 air taxi, commercial aircraft flight training, and pleasure flying.

Currently, there are two scheduled Part 121 air carrier operator.

6. **Airport Staffing**
   - Airport Operations Supervisor - 1 employee
   - Operations ARFF Specialists 9 employees (with one on shift during hours of operations.)
   - ARFF – All Airport Operations/ARFF Specialists and the Operations Supervisor are certified in ARFF and at least Basic Emergency Medical training. They provide these services as well as airport maintenance operations. They will be the first responders to all aircraft emergencies that occur during hours of operation.

7. **Terminal and Gates**
   The Terminal has restrooms and water in the Sterile Gate Hold Area. The Gate Hold Area is a joint use area.

8. **Retail**
   There are food and liquid vending machines in the hold room, the airline will provide additional snacks and water.

9. **Customs, Border Patrol (CBP)**
   Flagstaff Pulliam Airport does not have Customs, Border Patrol (CBP) offices on the Airport. The closest CBP office to Flagstaff is over 140 miles away in Phoenix.

B. **Assumptions**

1. It is recommended that each aircraft delay should be considered a potential lengthy delay on a case-by-case basis.

2. ARFF/EMR presence will be extended till the departure of the delayed aircraft or such time the Airline informs Command that the passengers have been removed from the aircraft and ARFF is no longer needed.

3. Incident Command System shall be active during aircraft delay.

IV. Operations

A. **Classifications**

1. **Diverted Aircraft** Delay

Any Commercial Aircraft not routinely scheduled to arrive or depart from Flagstaff Pulliam Airport.

2. Scheduled Aircraft Delay

Any Aircraft routinely scheduled to arrive or depart from Flagstaff Pulliam Airport.

B. Emergency Phases

1. Notification Phase

During the first phase Airport Operations have been notified by the Air Carrier that an aircraft has been either diverted or delayed at Flagstaff Pulliam Airport. Operations in conjunction with the Air Carrier will ascertain the reason for the delay and monitor to see if further action is required.

2. Response Phase

After notification of by the Air Carrier and in conjunction with Operations it has been decided that the aircraft will be deplaned Operations will implement ICS.

3. Recovery Phase

Returning the airport to a normal operational condition as soon as possible is extremely important. Recovery activities can begin during the response phase and continue through the investigatory phase, depending on the situation.

C. Response Procedures

1. Flagstaff ATCT shall alert airport Operations when aircraft are diverted. In the case of a scheduled delay the Air Carrier Station Manager shall notify Operations of delayed aircraft situation.

2. Airport Operations: Operations shall activate ICS, notify the Airport Director and contact additional resources as needed.

3. Flagstaff ATCT shall, whenever possible, provide Operations with the following
   a. Airline Name
   b. Aircraft type and identification
   c. Nature of diversion
   d. location on ground
   e. Number of persons on board
   f. Any other information that may be useful to rescue personnel

4. The Air Carrier shall notify the Incident Commander of their intentions and needs.

5. Upon notification of a delay Incident Commander shall notify Flagstaff Fire, Police and Wiseman Aviation if additional resources are needed.

6. If the delay requires deboarding the Airline shall relocate the Aircraft to the Terminal Ramp. A joint decision will be made by the Air Carrier and IC to either deplane passengers into the Sterile Holding Area or into the Terminal Lobby. If passengers are deplaned into the lobby, then TSA will be notified of needs for rescreening.

7. In the event of passengers remaining overnight Operations will work with the Air Carrier.

8. Airport ARFF staff will provide initial emergency medical needs. If additional needs arise ARFF will contact Flagstaff Fire Dispatch and advise of needs

9. Flagstaff Police may provide security services at the site if required by the Incident Commander.

10. The Airport Communications Manager shall provide information to the media as provided by the IC. Airlines will provide passengers with information and updates.

11. The IC will communicate with the FAA, TSA and other agencies information on the delays.

12. The Air Carrier will provide a contact to the IC until the delay is resolved.

13. The IC will contact the restaurant owner/operator of the delay and the number of passengers.

14. None scheduled carriers can contact Wiseman Aviation (FBO) to assist with ground handling.

D. **Communications**

1. Communications at an aircraft accident/incident scene can be very complex. A communications network should include a sufficient number of radios, telephones, and back-up equipment. Communications should be linked between all participating agencies, including the IC/EOC.

2. It is essential that radio and telephone communications should be limited to those which are essential; they should also be concise.

3. Runners shall be used to augment the communications system; airport administrative support personnel shall perform this function.

V.   International Flights

A. Flagstaff Pulliam Airport does not have International Air Service. In the event of a diverted arriving international flight to the airport, the Customs Border Patrol (CBP) will coordinate with the diverted airline and airport partners to permit deplaning of passengers in the event of extended delays in accordance with the procedures below:

1. The diverted airline will provide initial notification to the CBP duty supervisor in Phoenix.
2. Deplaning of the passengers will take place in the secured hold area of the terminal. If non-international flights are delayed at the same time, the domestic passengers would be deplaned directly into the terminal and rescreening would be coordinated with the TSA.
3. There are food and liquid vending machines in the hold room, the airline will provide additional snacks and water.
4. It will be the airlines desecration to deplane if the aircraft is not held on the tarmac in excess of 2 hours.
5. No new passengers or cargo are to be added at this stop.

VI.   Airport Information

Name of Airport: Flagstaff Pulliam Airport
Contact: Barney Helmick
Phone: 928-556-1234
Email: bhelmick@flagstaffaz.gov
Type Airport: Non-hub

Name of Duty Manager: Tim Skinner
Phone: 928-213-2931
Email: tskinner@flagstaffaz.gov

FBO Ground Handler: Wiseman Aviation
Phone: 928-779-9585

Checklists
Airport Emergency Contingency Plan

Air Carrier

_____ Notify Airport Operations
_____ Notify TSA SOC
_____ Notify CBP if international flight

Air Traffic Control Tower

_____ Is aircraft being diverted
_____ Notify FBO and Operations
_____ Locate aircraft on terminal ramp, if not possible locate on FBO ramp

Airport ARFF/Operations

_____ Airport ARFF obtain number of aircraft and passengers
_____ Find out length of delay
_____ Set up ICS

Flagstaff Fire

_____ Notify if additional services needed

Flagstaff Police

_____ Notify if additional services needed